

Refund & Cancellation Policy

Effective Date: 11 July 2026

Welcome to **Digibeen**. We strive to provide high-quality digital and document-related services. Please read our Refund & Cancellation Policy carefully before making any payment.

1. General Policy

Most of the services provided by Digibeen are digital, government-related, or customized services. Once the work has been started or completed, the amount paid is generally **non-refundable**, except where required by applicable law or where Digibeen is unable to provide the promised service due to its own fault.

2. Eligible Refund Cases

A refund may be considered in the following situations:

- The payment was deducted more than once for the same service.
- Digibeen is unable to provide the requested service due to a technical or operational issue on our side.
- The service cannot be completed because of an error caused by Digibeen.
- Any other case approved by Digibeen after review.

3. Non-Refundable Services

Refunds will not be provided in the following cases:

- Government fees already paid to any department.
- Services that have already been completed or delivered.
- Website Development, App Development, Digital Marketing, SEO, AI Automation, Graphic Design, or other customized digital services after work has started.
- Rejection of an application due to incorrect information or documents provided by the customer.
- Delay caused by government departments or third-party service providers.
- Change of mind after placing the order.

4. Cancellation Policy

- Customers may request cancellation only before the work has started.
- Once processing has begun, the order may not be cancelled.
- Government charges, payment gateway charges, and other non-recoverable charges will not be refunded.

5. Refund Process

If a refund is approved:

- The refund will be processed to the original payment method or bank account provided by the customer.
- Refunds are generally processed within **7–10 working days** after approval.
- Processing time may vary depending on the bank or payment provider.

6. Customer Responsibility

Customers are responsible for providing correct documents and accurate information. Digibeen will not be responsible for delays or rejection caused by incorrect or incomplete information submitted by the customer.

7. Contact Us

For refund or cancellation requests, please contact:

Digibeen

Email: support@digibeen.in

Website: <https://digibeen.in>

All requests should include your Order ID, registered mobile number, and the reason for the refund request.

By using Digibeen's services, you acknowledge that you have read, understood, and agreed to this Refund & Cancellation Policy.