
CANCELLATION AND REFUND POLICY

This Cancellation and Refund Policy shall apply to any cancellation of the subscription of the invoicefree.in Products and applicable refunds. invoicefree.in shall not entertain any refund requests if cancellation of subscription is in violation of this policy or its Terms of Service or if [invoicefree.in](#) terminates the User account for violation of its Terms of Service.

This Cancellation and Refund Policy is a part of and is to be read along with the [“Terms of Service”](#). Capitalized terms used in this policy but not defined shall have the meanings assigned to them in the Terms of Service.

A User may cancel their subscription at any time if they are not satisfied with the product or service. However, invoicefree.in will be liable to refund the subscription consideration only during the “Refund Period”, as mentioned below:

- a) where the initial purchase of the subscription has been assisted by an authorised invoicefree.in sales agent, within 7 days from the Account Setup appointment; or
- b) where the initial purchase of the subscription is made either directly by the User or through any sales channel other than as mentioned in (a) above, within 7 days from the date of purchase of the subscription (as mentioned on the invoice).

For the avoidance of doubt:

- 1. A User can only avail a refund once and for an amount no more than the total subscription consideration paid to invoicefree.in.
- 2. Refunds are not applicable for subscription renewals.
- 3. Refunds are not applicable on the purchase of upgrades by a User during the subscription term, unless the upgrade is purchased during the Refund Period.

All requests for cancellation of subscription and refund should be raised only via the customer support helpline provided by invoicefree.in. Cancellation and refund requests raised through any other mode of communication will not be considered for refund.

invoicefree.in has arrangements with banks, affiliates, payment gateways, payment aggregators, and other financial service providers for processing refunds (“Service Providers”). invoicefree.in endeavours to ensure that eligible refunds are processed within 20 working days of your request for cancellation of subscription. However, this timeline is indicative, and processing of refunds is subject to the time taken by the Service Providers. The User shall provide such information as may be required to facilitate refunds, including but not limited to bank account details, bank branch details, UPI addresses, IFSC codes, etc. invoicefree.in is also entitled to deduct any fees, bank charges, or other expenses incurred by invoicefree.in for processing the refund.

Notwithstanding anything contained in this policy, this Cancellation and Refund Policy shall not apply to Users who register and purchase a subscription to invoicefree.in Products,

- a) Using a referral code or referral link provided by an existing invoicefree.in Users; or
- b) Through a no-cost EMI or other EMI plan facilitated by third-party service providers. Such Users shall not be eligible for any refund from invoicefree.in. By availing the EMI facility offered by such service providers in collaboration with lenders, the User expressly acknowledges and agrees to this no-refund policy.

Updates to this policy

Version: **I**

Last Updated on: **02.03.2025**

This CANCELLATION AND REFUND POLICY was last updated on 02.03.2025. From time to time, we may change our policies. We will notify you of any material changes to this policy as required by law. We will also post an updated copy on our website. Please check our site periodically for updates.