

## REFUND AND CANCELLATION POLICY

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Our focus is complete customer satisfaction. In the event, if you are displeased with the services provided, we will refund back the money, provided the reasons are genuine and proved after investigation. Please read the fine prints of each deal before taking the services.

### Cancellation Policy

If the customer changes its mind for the services taken, we will not be liable to cancel the service. In case customers asks us to hold the processing of the service, we shall hold the fees paid for a period of three months from the date of payment.

Before processing any refund, we reserve the right to make best effort to complete the service. In case of non-completion of services post receipt of refund request, a cancellation fee of 20% + earned fee + fee paid to government or any third party would be applicable.

### Refund Policy

We will refund the money only in case we fail to provide service to our customers from our end post our internal investigation. Applicant need to apply for the same via email at [disha@younion.live](mailto:disha@younion.live).

Refund will not be provided to the user, once it is earned by the company, because of the time and energy invested by our manpower for their work done, which is not returnable. So essentially, all the processing fees, payment gateway charges, admin fees, and cost of resources for the work done, will be deducted. In short, further, we can't refund any money which is paid to government bodies, such as filing fees or taxes, or to other third parties with a role in processing your order.

### Ungovernable Factors

The result of a particular process/service cannot be guaranteed as the same involves dependency on Governing Authorities related to the said service. This further implies that rejections/ approvals /responses by Govt Authorities or technical issues with Government sites including Government backlogs etc. are not within the purview of Younion. These may lead to unexpected delays before completion of the process and factors like these are outside our control hence not eligible for refund.

### Force Majeure

Younion will not be considered responsible if there is a breach of its satisfaction guarantee policy or default under any terms of service, and shall not be liable to the Client for any cessation, interruption, or delay in the performance of its obligations by reason of earthquake, flood, fire, storm, lightning, drought, landslide, hurricane, cyclone, typhoon, tornado, natural disaster, act of God or the public enemy, epidemic, famine or plague, action of a court or public authority, change in law, explosion, war, terrorism, armed conflict, labour strike, lockout, boycott or similar event beyond our reasonable control, whether foreseen or unforeseen (each a "Force Majeure Event").