

Refund Policy Document

Sapio Analytics Refund Policy

1. Introduction Sapio Analytics is committed to ensuring customer satisfaction. Our refund policy is designed to provide transparency and clarity on how refunds are handled for our services. This document outlines our refund policy for custom AI-driven HR solutions.

2. Refund Policy Overview Since our services are highly customized based on client requirements, a standard refund policy is not available online. Refunds are handled on a case-by-case basis once a detailed quote and agreement have been established.

3. Refund Eligibility

- **Service Cancellation:** If a client decides to cancel the service after the agreement has been signed but before the commencement of work, a partial refund may be applicable depending on the terms outlined in the agreement.
- **Non-Delivery:** In the unlikely event that Sapio Analytics fails to deliver the agreed-upon services, the client may be eligible for a full or partial refund as per the agreement.
- **Dispute Resolution:** Any disputes regarding service delivery or quality will be addressed through mutual discussion. If a resolution cannot be reached, a refund may be issued based on the terms of the agreement and the nature of the dispute.

4. Refund Process

- **Request Submission:** Clients must submit a formal refund request via email to [insert email address] detailing the reason for the refund.
- **Review and Assessment:** Our team will review the request and assess its validity based on the terms of the agreement.
- **Decision and Communication:** Clients will be informed of the decision within 10 business days of submitting the request. If approved, the refund will be processed within 15 business days.
- **Refund Method:** Refunds will be issued using the same payment method used for the original transaction unless otherwise agreed upon.

5. Exceptions

- **Change of Mind:** Refunds will not be issued for change of mind after the commencement of work.
- **Partial Completion:** If services have been partially completed, a prorated refund may be issued based on the work completed and costs incurred.

6. Amendments Sapio Analytics reserves the right to amend this refund policy as needed. Any changes will be communicated to clients in a timely manner.

7. Contact Information For any questions or concerns regarding our refund policy, please contact us at:

- Email: harshada@sapioglobal.com
- Phone: +91 74000 52852