

Refund and Cancellation Policy

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 1 year 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 info@uvaatech.com.

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 basically, 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 UVAA Technologies. 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

UVAA Technologies 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").

PRC (Physical Representation in Court) Services

Auto Resolution Refund:

- If a client's issue is automatically resolved without any intervention or effort from our side, a refund request can be raised, and the client will be eligible for an 80% refund of the service fee (only in the case of mega packages CC + DOCCV/PRC)

Inability to Cater Cases:

- If we are unable to handle a client's case from our side due to unforeseen circumstances or limitations on our end (excluding issues arising from client actions, third-party interference,

delays from the Court, Court order/judgment not in favor of the client, closure of Court, and other mentioned force majeure events), a full refund of the service fee will be processed.

Service Delay

- If there is a significant delay in providing the service, leading to non-retention of the client, a refund can be requested, and the client will be eligible for a partial refund based on the extent of the delay. Delays due to unforeseen circumstances beyond our control like closure of Court, Delays from Courts, and/or any force majeure events do not qualify for a refund.

Out-of-Jurisdiction Cases:

- If a case falls outside our jurisdiction and we are unable to represent the client in the specified location, a full refund will be issued to the client.

Refund Request Process:

- Clients must submit a written refund request detailing the specific reason for the request.
- Refund requests should be sent to info@uvaatech.com.com
- Approved refunds will be processed within 7 working days through the original payment method.

Note:

- Refunds will not be granted for issues arising from client actions, third-party interference, delays from the Court, Court order/judgment not in favor of the client, closure of Court, and other mentioned force majeure events.
- The company reserves the right to decline refund requests that do not meet the specified criteria.

This refund policy is subject to change without prior notice. Clients are encouraged to review the refund policy periodically for any updates.