

Refunds and Cancellations

At Septapod Private Limited, we try to ensure 100% satisfaction for our customers. We always recommend our customers review the subscription service or product in detail before they make a purchase, thus lowering the chances of cancellation. If a customer isn't satisfied with our subscription service or product, we will refund 100% of the payment made (adjusted for any shipping charges). Our policy and procedure for the cancellation and refund will be as follows:

Cancellations

For all cancellations, please call our customer care +91 7330887732 or send a request for cancellation (with or without reasons) to info@septapod.com within twenty-four (24) hours of the date of delivery.

Requests for cancellations received twenty-four (24) hours after the delivery of subscription service or product will be assessed on a case by case basis. We reserve the right to not accept such cancellations.

Refund Procedure

To the extent possible, refunds will be processed within five (5) business days and will be issued to the original mode of payment by the customer. In case refund can't be issued to the original mode of payment, we will contact the customer to provide alternate mode for refund.