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# Refund & Cancellation Policy

**Effective Date:** 20 November, 2022

**Last Updated:** 28 May, 2025

This Refund and Cancellation Policy outlines the terms under which customers may request cancellations or refunds for subscriptions to the services provided by **CPD Technologies** ("we", "us", "our"). By purchasing or using our services, you agree to this policy.

## 1. General Policy

All purchases made for subscriptions to our platform are **final and non-refundable**. As a subscription-based Software-as-a-Service (SaaS) provider, we offer digital services that are immediately accessible upon payment. Therefore, **no refunds**, full or partial, will be issued once a payment is processed, regardless of usage.

## 2. Subscription and Renewal

- Subscription is offered on an annual basis, as directed to the customer at the time of purchase.
- Subscriptions **do not auto-renew** unless explicitly requested..
- If a subscription is not renewed by the end of its term, access to the Service will be suspended, and data will be retained for **30 days** before being permanently deleted.



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### 3. Cancellation Policy

- Customers may **cancel their subscription at any time** through their account dashboard or by contacting support.
- **Cancelling a subscription prevents the next billing cycle, but does not result in a refund** for the remaining time in the current subscription period.

### 4. Demo Sessions

To help users make informed decisions, we offer **live demo sessions** conducted by our dedicated product engineers. These sessions provide a **comprehensive walkthrough of the platform**, including features, capabilities, and real-time use cases. Clients are encouraged to attend these sessions and ask questions to ensure the service meets their business needs.

We do not offer refunds for issues or misunderstandings that could have been clarified during the demo session. We strongly recommend participating in a demo before proceeding with a paid subscription.

### 5. Contact Us

For any queries or further assistance, please feel free to contact us at **+91-8800159719 / 8375893389** or visit our website at <https://cpdtechnologies.in>.