

IWEB - Refund Policy

Our refund policy has been devised to define the situations under which we will provide a refund, the procedure for claiming a refund and the responsibility of IWEB in circumstances resulting in such a claim. By registering for any of our services you are declaring that you accept and agree with all the terms and conditions outlined in the refund policy.

Coverage & Scope:-

Our refund policy covers the refunds by **IWEB** and any brands/companies owned by IWEB. This policy does not have any application for companies which are not owned or controlled by iWeb for persons not employed or managed by iWeb.

Filing a Complaint:-

At **IWEB** a pioneer in IT enabled legal outsourcing India we take every assignment with the final output in sight. It is as much our responsibility as the customers. So, we believe that every effort should be made to reach a solution that is fully acceptable reciprocally in case of any situation where dissatisfaction related to services comes. Only when things are completely out of hand that refund should be considered.

Our final aim is to come to a mutually acceptable solution. Even then if for some reason you are not satisfied and think about going for a refund claim, it is our request that you take out a few precious minutes to write to us at info@iwebservices.in for a final dialogue prior to requesting a refund.

Only if we are unable to reach a common ground with you after talks should a refund claim be filed.

Types of refund:-

Full refund: In cases where the assignment has not been started or if no documentation has been initiated. The Full Refund policy will initiate after receiving the upfront payment and will take 45 Days to refund the amount.

Partial refund: If there is a failure to deliver as per our agreed solution delivery through duly signed contracts, the partial refund will be in proportion to the assignment completed.

No refunds: If the assignment has been completed and all documents are sent over to client including materials, if any.