

Refund Policy

Thank you for choosing Cynotics. This Refund Policy explains the terms and conditions for requesting a refund for the Cynotics app subscription. Please read this policy carefully before making a purchase.

Subscription Refunds:

1.1 Eligibility for Refunds: Refunds for app subscriptions are subject to the following conditions:

a) Subscriptions purchased directly from Cynotics: If you have purchased a subscription directly from Cynotics, you may be eligible for a refund within 2 days from the date of purchase.

b) Subscriptions purchased through third-party platforms: If you have purchased a subscription through a third-party platform (e.g., app store), refund requests are subject to the refund policies of that platform. Please refer to the respective platform's terms and conditions for refund eligibility and process.

1.2 Grounds for Refunds: Refunds may be considered under the following circumstances:

a) Technical Issues: If you encounter significant technical issues that prevent you from accessing or using the app as intended, despite reasonable efforts to resolve the issue with our support team.

b) Non-Delivery: In the event that you have not received access to the app or your subscription activation details within a reasonable timeframe after purchase.

c) Dissatisfaction: If you are dissatisfied with the app or its features, you may request a refund within the specified refund period. However, please note that refund requests based on dissatisfaction alone may be subject to review and are not guaranteed.

1.3 Exclusions from Refunds: The following circumstances are generally excluded from refund eligibility:

a) Change of Mind: Refunds will not be granted for requests based on a change of mind or if you no longer wish to use the app.

b) Unauthorised Purchases: Refunds will not be provided for unauthorised purchases made using your account. It is your responsibility to safeguard your account credentials.

Refund Request Process:

2.1 Submitting a Refund Request: To request a refund, please contact our customer support team at admin@cynotics.in. Include your name, purchase details, and the reason for the refund request. We may require additional information or evidence to evaluate your request.

2.2 Refund Evaluation: Refund requests will be evaluated on a case-by-case basis, taking into consideration the eligibility criteria outlined in this policy. We strive to process refund requests promptly and provide a resolution within a reasonable time frame.

2.3 Refund Decisions: If your refund request is approved, we will initiate the refund according to the original payment method used for the purchase. Please note that it may take several business days for the refund to be reflected in your account.

Changes to the Refund Policy:

Cynotics reserves the right to modify or update this Refund Policy at any time without prior notice. The revised policy will be effective upon posting on our website or within the app. It is your responsibility to review this policy periodically for any changes.

Contact Us:

If you have any questions or concerns regarding this Refund Policy, please contact us at admin@cynotics.in. We will be happy to assist you and address any queries you may have.

Please note that this Refund Policy is subject to applicable laws and regulations, and in case of any conflicts between this policy and such laws or regulations, the latter shall prevail.