



# Work Systems Research Centre LLP

Product/Solution Management • IS Management • Operations Analysis • Technology Management

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## To Whomsoever It may Concern

### Refund Policy at WSRCL

#### Online Sale of Product

The buyer can claim 100% refund for payment made during evaluation or trial period of the product which is generally 30 days which can be extended by permission from WSRCL. The buyer cannot claim the refund for the payment made against the purchase of the intellectual product such as software and other business solution package after the evaluation period.

For physical product WSRCL shall accept 100% refund within 30 days of delivery of product because of non-performance of desired features. However, there will be no refund because of in-transit damage claim.

#### Online Services

We take utmost care about the support and services purchased by our clients through both online and offline.

We always make efforts to give 100% satisfaction of our clients by managing services. In unlikely event if our technical teams are fails to provide support services as per the scope of the service plan, our customers are entitled for full or partial refund governed by the following criteria of our refund policy:

#### Incident based plan

Full refund shall be allowed if any issue is not fixed within one day.

## **Subscription based plan**

- Customer can ask for full refund if none of the issues are fixed within 7 days after registration in the first month.
- Refund claimed after 30 days shall be considered for remaining months of the plan (excluding the month in which claim is raised). The refund will carry deductions towards registration and processing fixed cost. The amount of such deductions varies from plan to plan and will be explained to client when purchasing the service plan.

### **Note:**

1. Cases which are fixed on our part and something goes wrong on our client computer due to hardware issues, services will, however, be continued on the existing computer or can be exchanged to a new computer.
- 2. Work Systems Research Center LLP and its associated groups are always there to help the clients in different ways. We appreciate that before filing any issue and dispute for refund through bank or payment processor, kindly give us a call or email to make the final settlement on mutual understanding.**