TaxQue

ARB FinTech LLP | taxque.in

Refund and Cancellation Policy

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SUMMARY OF CHANGE

Initial version captured from the migrated site.

Refund Policy

At TaxQue by ARB FinTech LLP ("TaxQue," "we," "our," or "us"), we are committed to delivering high-quality tax, compliance, and financial services through our website, mobile applications, and platform (collectively, the "Platform"). Our goal is to ensure User satisfaction with every interaction. This Refund Policy outlines the conditions under which refunds or service changes may be requested, the process for submitting requests, and circumstances where refunds are not applicable. This policy forms an integral part of our Terms and Conditions and applies to all Users ("User," "you," or "your") of the Platform.

1. Our Commitment to Satisfaction

1.1 Resolution First

If you are dissatisfied with any aspect of our services, we encourage you to contact us immediately. We will make every effort to address your concerns, resolve issues, or, where applicable, offer a refund or credit for future TaxQue services.

1.2 Contact Channels

You can raise concerns by:

- Logging into the Platform with the email address associated with your payment and submitting a "Not Satisfied" request under the relevant service engagement.
- Emailing us at info@taxque.in with details of your issue, including transaction ID, service details, and a description of the concern.

1.3 Response Time

We aim to acknowledge your request within 2-3 business days and resolve it within 7-14 business days, depending on the complexity of the issue.

2. Refund Eligibility

2.1 30-Day Refund Window

You may request a refund within 30 calendar days from the date of payment for a service, subject to the conditions below.

2.2 Service Fulfillment

TaxQue considers its service obligation fulfilled once:

- You are granted access to the Platform for the requested service (e.g., tax filing tools, compliance dashboards).
- The requested service is completed or submitted to the relevant authority (e.g., GST filing, company incorporation).

2.3 Cancellation Fee

All refund requests are subject to a 20% cancellation fee to cover administrative and processing costs, unless otherwise specified.

2.4 Non-Refundable Components

The following are non-refundable:

- Government fees, levies, or charges (e.g., filing fees, stamp duties) remitted to authorities.
- Taxes, including Goods and Services Tax (GST), applied to service fees.
- Services already processed, completed, or submitted to government or third-party platforms.

3. Change of Service

3.1 Service Change Request

If you wish to change the service ordered (e.g., switch from GST filing to income tax filing), you must submit a request within 7 calendar days from the date of payment.

3.2 Process

- Log into the Platform and select "Get Help" to initiate a service change request, or email info@taxque.in with transaction details and the desired service.
- If approved, the original service fee (minus any non-refundable components) will be credited toward the new service. Additional fees may apply if the new service is priced higher.

3.3 Limitations

Service changes are not permitted once the original service has been processed, completed, or submitted to a government authority.

4. Requesting a Refund

4.1 Submission Process

To request a refund:

- Log into the Platform, navigate to the relevant service engagement, and submit a "Not Satisfied" or "Refund Request" form.
- Alternatively, email info@taxque.in with:
  - Transaction ID or payment confirmation details.
  - Description of the service and reason for the refund request.
  - Supporting documentation, if applicable (e.g., screenshots of issues).

4.2 Processing Time

- Refund requests are reviewed within 5-7 business days.
- Approved refunds are processed within 3-5 weeks from the date of approval, subject to verification and deduction of applicable fees (e.g., 20% cancellation fee, taxes, government charges).
- Refunds will be issued via the original payment method (e.g., bank transfer, UPI, card) or as agreed with TaxQue.

4.3 Discretionary Refunds

In exceptional cases, TaxQue may, at its sole discretion, offer partial refunds, credits, or alternative resolutions, even if the request falls outside the standard eligibility criteria.

5. User Responsibilities

5.1 Accurate Information

You are solely responsible for providing accurate, complete, and timely information required for service delivery (e.g., financial data, supporting documents). TaxQue is not liable for delays, rejections, or additional costs due to:

- Incomplete, incorrect, or delayed submission of information.
- Errors in data provided by you.

5.2 Penalties and Taxes

You are responsible for any penalties, taxes, or additional costs incurred during or after the service, including those arising from:

- Inaccurate or fraudulent information.
- Government assessments or audits.
- Non-compliance with applicable laws.

5.3 Outcome Liability

TaxQue does not guarantee specific outcomes (e.g., tax refunds, application approvals) and is not liable for costs or consequences resulting from government decisions or legal outcomes beyond our control.

6. Factors Outside Our Control

TaxQue is not responsible for delays, rejections, or issues arising from factors beyond our control, including but not limited to:

6.1 Government Actions

- Rejections of applications (e.g., GST filings, trademark registrations) due to legal or regulatory reasons unrelated to TaxQue???s service.
- Delays or errors on government platforms (e.g., GSTN, MCA, Income Tax portals).
- Changes in government policies, procedures, or fees.

6.2 Third-Party Services

- Delays or failures in third-party systems (e.g., payment gateways, cloud providers).
- Issues with external entities involved in service delivery (e.g., banks, registrars).

6.3 User-Related Issues

- Failure to provide required documents or information in a timely manner.
- Non-compliance with government or regulatory requirements.

7. Force Majeure

7.1 Exemptions

TaxQue shall not be liable for delays, interruptions, or inability to fulfill its obligations due to force majeure events, including but not limited to:

- Natural disasters (e.g., earthquakes, floods).
- Pandemics or public health emergencies.
- Government actions, regulatory changes, or restrictions.
- Wars, acts of terrorism, or civil unrest.
- Labor strikes, cyberattacks, or infrastructure failures.

7.2 Impact

In such cases, refund requests related to delays or service interruptions will not be entertained, but TaxQue will make reasonable efforts to resume services or offer alternative solutions when feasible.

8. Dispute Resolution

8.1 Good-Faith Resolution

If you disagree with a refund decision, we encourage you to contact us to discuss the issue. We will attempt to resolve disputes through good-faith negotiations within 14 business days.

8.2 Escalation

If the issue remains unresolved, you may escalate the matter to our Grievance Officer (details below).

8.3 Legal Recourse

Disputes not resolved through negotiation are subject to the governing law and jurisdiction outlined in our Terms and Conditions (courts in Patna, Bihar, India).

9. Contact Information

For refund requests, questions, or assistance, please contact:

TaxQue by ARB FinTech LLP
Contact Person: Md Afzal
Email: info@taxque.in
Address: Surbhi Vihar, Mithapur, Patna, Bihar 800001, India
Grievance Officer: Md Afzal (info@taxque.in)

Response Time: Refund and grievance inquiries will be acknowledged within 2-3 business days and resolved within 7-14 business days, depending on the issue.

10. Miscellaneous

10.1 Alignment with Terms

This Refund Policy is subject to and governed by our Terms and Conditions. In case of any conflict, the Terms and Conditions prevail.

10.2 Updates

TaxQue reserves the right to update this Refund Policy at any time. Changes will be communicated via the Platform, email, or by updating the Effective Date below. Continued use of the Platform constitutes acceptance of the updated policy.

10.3 Consumer Protection

This policy complies with applicable Indian laws, including the Consumer Protection Act, 2019, and related regulations.

10.4 Severability

If any provision of this policy is found to be invalid or unenforceable, the remaining provisions remain in full force and effect.

Effective Date: January 20, 2025