

Unfazium Cloud – Refund Policy

This policy outlines the guidelines for requesting refunds on our services:

1. Refund Eligibility:

Refunds are only available within **48 hours** of placing an order. No refunds will be issued after this period. All refund requests must meet this timeframe to be considered valid.

2. How to Claim a Refund:

To request a refund, you can either:

- Open a ticket through your **Unfazium Cloud Billing Portal**.
- Join our **Discord server** and contact our support team.

Please ensure that all communications regarding refunds are directed through these official channels to avoid delays or loss of refund eligibility.

3. Refund Processing Time:

Refund requests will be **processed within 24 hours** of opening a ticket and submitting all required information. Refunds may take additional time depending on the payment provider or banking process.

4. Required Information for Refunds:

To process your refund efficiently, you must provide the following information:

- **Invoice Number** (example: 88/11/2024)
- **VPA address (UPI ID)** or other payment details used for the purchase
- **Exact amount paid** (do not round off the figures)
- **Reference ID** associated with the payment
- **A genuine and valid reason** for the refund request

Incomplete, inaccurate, or unsubstantiated reasons will result in **denial of the refund**.

5. Refund Conditions and Abuse Policy:

- Refunds are applicable **only for payments made directly to Unfazium Cloud**. Third-party payment disputes (e.g., bank chargebacks) may require separate resolution.
- **Only genuine reasons** will be accepted. If the reason for a refund is found **invalid, unimportant, or abusive**, the refund will **not** be initiated.
- **Repetitive or suspicious refund requests** may lead to an investigation under the **Account Suspension clause** in our Terms of Service. Accounts found abusing the refund process may face **immediate account termination and blacklisting**.
- The refunded amount may be reduced **due to GST or payment processor fees**. Unfazium Cloud does not take any additional charges beyond these deductions.

6. Security and Privacy:

Only share your payment details when explicitly requested by **authorized Unfazium Cloud staff**. We are **not liable** for any issues arising from sharing personal or payment details with unauthorized parties.

Thank you for choosing **Unfazium Cloud**. If you have any questions or require assistance, please contact us via our Billing Portal or Discord Server. *Last Updated: 21/09/2025.*