

REFUND POLICY FOR SMALLCASE SERVICES

Thank you for choosing Green Portfolio Private Limited. This refund policy governs the terms and conditions for refunds related to our smallcase subscriptions. Please read this policy carefully before subscribing to any of our services.

Effective Date: July 07, 2023

1. Introduction

This refund policy governs the terms and conditions under which Green Portfolio Private Limited ("Company") offers refunds for its smallcase subscriptions. By subscribing to a smallcase offered by the Company, you agree to comply with this refund policy.

2. Refund Eligibility

2.1. Refunds within a week from the date of deduction:

If you request a refund within one week (7 days) from the date of deduction of the subscription amount, the decision to provide a refund will be at the discretion of Green Portfolio Private Limited. We will review refund requests on a case-by-case basis and consider different factors & exceptional circumstances.

2.2. Refunds after a week from the date of deduction:

No refunds will be provided for smallcase subscriptions if the refund request is made after one week (7 days) from the date of deduction of the subscription amount. This includes requests for cancellations or refunds due to dissatisfaction with the service, auto renewal of subscription or any other reasons.

3. Auto Renewal of smallcase Subscriptions

3.1. Auto Renewal:

By subscribing to a smallcase subscription, you agree to automatic renewal of the subscription at the end of the billing period. This ensures uninterrupted access to the subscribed services and benefits.

3.2. Notification of Auto Renewal:

We will notify you one week (7 days) before the automatic renewal of your subscription, providing you with details of the upcoming renewal and the associated charges.

3.3. Cancellation of Auto Renewal:

If you wish to cancel the auto-renewal of your smallcase subscription, you must do so at least 7 days before the end of the current billing cycle. You can cancel the auto-renewal by contacting our customer support team or through your account settings on our website. In case you fail to cancel the auto renewal at least 7 days before the date due for deduction of amount on auto renewal of subscription, the amount will be debited automatically.

Illustration to understand this point:

Mr. A subscribed to the Green Portfolio Smallcase on September 02, 2023 for a period of 1 year. Mr. A's current billing cycle ends on September 01, 2024 and therefore he must cancel the auto subscription on or before August 25, 2024.

3.4. Refunds for Auto Renewal:

Refunds for automatic renewal charges are not applicable unless a refund request is made within one week (7 days) from the date of deduction, as per the conditions stated in para 2 of this policy.

4. Refund request process

- 4.1. The Client will have to make an application for refund along with the payment receipt if any generated at the time of making payments.
- 4.2. The client shall send the application for refund on smallcase@greenportfolio.co
- 4.3. Once the application for refund is received, the same will be checked & verified by us for eligibility for refund and in either case, the eligibility status will be sent on the email to the applicant within a period of 7 working days from the receipt of application.
- 4.4. If eligible, our team will reach out to you for the bank account details to which the amount needs to be remitted.
- 4.5. The amount will be refunded through electronic mode and the same may take 10 business days for it to be credited back to your bank account.

5. Contact Information

If you have any questions or concerns regarding our refund policy or need assistance with your smallcase subscription, please contact our customer support team at:

Green Portfolio Private Limited

Address: 7/7, Ground Floor, Ansari Road, Daryaganj, New Delhi - 110002

Email: smallcase@greenportfolio.co

Please note that this refund policy is subject to change at the discretion of Green Portfolio Private Limited. Any updates or modifications to this policy will be communicated & the same will be updated on our website.

By subscribing to our smallcase services, you acknowledge and agree to the terms and conditions outlined in this refund policy.

Particulars	Remarks
Policy prepared on	July 07, 2023
Date last updated on	July 07, 2023