

# Refund Policy

## 1. Definitions

For the purposes of this Policy, the following definitions shall apply:

- a. "**Business Days**" - Refers to a day that is not a Saturday, Sunday, public holiday, or bank holiday in India or in the state(s) where our office is located.
- b. "**Client**" - Refers to an individual or entity purchasing or using our services for consideration. This term does not include commercial resellers or bulk purchasers unless explicitly stated otherwise.
- c. "**Date of Transaction**" - Refers to the date on which an invoice is issued for the service, including the date of renewal processed in accordance with the terms and conditions of the applicable service agreement.
- d. "**Refund Window**" - Refers to the time period within which a refund request must be submitted, as specified under Section 3 of this Policy.
- e. "**Website**" - Refers to the official website of DarkRelay Security Labs, accessible at [www.darkrelay.com](http://www.darkrelay.com).

## 2. General

- a. This Refund Policy ("Policy") governs all services and products provided by DarkRelay Security Labs ("Company," "We," "Us," or "Our") via our website [www.darkrelay.com](http://www.darkrelay.com) ("Website").
- b. By purchasing or using our services, you ("Client," "You," or "Your") **acknowledge and agree to this Policy**. If you do not agree, you must immediately discontinue use of our services.
- c. We are committed to providing our customers with the highest quality services. However, on rare occasions, services may be found to be deficient. In such cases, we offer a refund in accordance with this Policy.
- d. We do not guarantee refunds except as explicitly stated in this Policy.
- e. **We reserve the right to modify this Policy** at any time, with changes **taking effect immediately** upon posting on our Website. Continued use of our services constitutes acceptance of any modifications.
- f. Please read this Policy before availing of any service on this Website so that you understand your rights as well as what you can expect from us if you are not happy with your purchase.
- g. You are **advised to read our Terms and Conditions** along with this Policy.

## 3. Refund Eligibility

Refunds are only available under specific conditions as outlined below:

### a. Standard Services

- Refund requests must be submitted within three (3) Business Days from the Date of Transaction ("Refund Window").
- Services that have been fully or partially delivered as per the agreed terms are not eligible for a full refund.

- Refund requests after the Refund Window will not be accepted under any circumstances.
- b. Customized, Bespoke, or Specialized Services**
  - Due to the unique, labor-intensive nature of these services, all sales are final once work has commenced.
  - If a cancellation request is made before work begins, a partial refund may be granted at our sole discretion, minus any administrative or preparatory costs.
- c. Digital Products, Training Materials & Downloadable Content**
  - All sales are final and non-refundable once access is granted or content is downloaded.
  - This applies to cybersecurity training materials, research reports, software tools, and any digital content purchased from our Website.

## 4. Non-Refundable Circumstances

Refunds will not be issued under the following conditions:

- a. **Services Rendered as Described** - If we have delivered services as agreed, no refund will be provided.
- b. **Late Requests** - Refund requests made after the Refund Window will be automatically rejected.
- c. **Dissatisfaction Not Due to Service Issues** - Refunds will not be granted for reasons such as:
  - A change in personal or business circumstances.
  - Failure to properly utilize or apply the service.
  - Misinterpretation of service scope or capabilities.
- d. **Incorrect Orders** - If you purchase the wrong service, you are not eligible for a refund.
- e. **Misuse or Unauthorized Use of Services** - If we determine that services or products were misused, abused, or used for unlawful purposes, no refund will be granted, and we reserve the right to take legal action.
- f. **Force Majeure & External Factors** - Refunds will not be issued for disruptions caused by external events beyond our control, including but not limited to:
  - Natural disasters, cyber-attacks, regulatory changes, pandemics.
  - Government orders, acts of war, terrorism, labor strikes, or similar events.

## 5. Cancellations

- a. **Before Service Commencement**
  - If you cancel before work begins, a partial refund may be issued at our sole discretion, minus administrative and preparatory fees.
- b. **After Service Commencement**
  - **No refunds will be issued once service delivery has started**, even if only partially completed.

## 6. Exemptions

The following services and products are non-refundable under all circumstances:

- Consulting and Advisory Services once a session has been scheduled or delivered.
- Software Licensing & Security Tools once an activation key, download link or similar has been issued.
- Subscription Services after the renewal date.

## 7. Order Processing Issues

If a payment is deducted but an order is not confirmed, please:

- a. **Contact your bank** - It may take up to seven (7) business days for funds to be reversed.
- b. If the issue persists, **email us** at [support@darkrelay.com](mailto:support@darkrelay.com) for assistance.

## 8. Processing Time & Bank Delays

- a. Refunds are typically processed within **seven (7) business days**, but actual receipt may vary due to:
  - Bank processing times
  - Third-party payment gateway policies
- b. We are not responsible for delays caused by banks or third-party providers.

## 9. Refusal of Refund Requests

We reserve the right to reject any refund request that:

- a. Does not comply with this Policy.
- b. Lacks sufficient documentation.
- c. Appears fraudulent, deceptive, or in bad faith.
- d. Involves a **dispute where we determine, at our sole discretion, that the refund request is unwarranted.**

## 10. Final Decision Authority

All decisions regarding refunds, disputes, and exceptions under this Policy are made **at the sole discretion of DarkRelay Security Labs** and shall be considered **final and binding**. Clients agree that DarkRelay Security Labs has full authority to **resolve any refund dispute in the manner it deems appropriate.**

## 11. Amendments & Updates

DarkRelay Security Labs reserves the right to amend this Policy at any time, with immediate effect upon posting on our Website.

## 12. Binding Nature of Changes

By continuing to use our services after updates to this Policy, you expressly agree to be bound by the revised terms. **DarkRelay Security Labs has the exclusive right to interpret this Policy and resolve any disputes arising from it.**

## 13. Contact Information

For inquiries regarding this Policy, contact us at:

### **DarkRelay Security Labs**

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