

Refund & Cancellation Policy – Hortiprise

Effective Date: May 9, 2025

At **Hortiprise**, we value your trust and aim to offer complete transparency regarding subscription payments, cancellations, and refunds for our software and related services.

1. Subscription Policy

- Hortiprise offers subscription-based access to our platform and features.
 - By subscribing, you agree to pay the applicable fees in full, as outlined at the time of purchase.
 - Subscriptions may be monthly, quarterly, or annual, as per your selected plan.
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2. Free Trial (If Applicable)

- We may offer a free trial period for new users.
 - You are under no obligation to continue the subscription after the trial.
 - If you do not cancel before the trial ends, your payment method may be charged automatically.
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3. Cancellation Policy

- You may cancel your subscription at any time from your account dashboard or by contacting us at **contact@hortiprise.in**.
 - Cancellation will stop the auto-renewal of your subscription.
 - Your access will remain active until the end of the current billing cycle.
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4. Refund Policy

- As a general policy, **all payments made to Hortiprise are non-refundable.**
- No partial refunds are issued for unused periods within a billing cycle.
- Refunds may be considered only under exceptional circumstances, such as:
 - Technical failure of the platform (verified by our support team).
 - Duplicate charges due to system error.
 - Accidental purchase reported within 48 hours of payment and before product usage.

All refund requests are subject to internal review and approval by Hortiprise management.

5. How to Request a Refund

To request a refund, please email us at **contact@hortiprise.in** with the following details:

- Registered email address
- Transaction ID and payment proof
- Reason for refund request

Refunds, if approved, will be processed within **7–10 business days** via the original mode of payment.

6. Modifications

Hortiprise reserves the right to change or update this Refund & Cancellation Policy at any time. Changes will be posted on our website with the updated effective date.

Contact Us

Email: contact@hortiprise.in

Phone: +91-8279895774