

Refund and Cancellation Policy

Subscription fees, Tally access fees and practice invoice payments

Synaptech AI Technology Services LLP | LLPIN ACD-2132 | Incorporated 3 October 2023 | Effective 11 October 2026

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This Policy applies to payments made to Synaptech AI Technology Services LLP ("Synaptech") for SynaptechOne practice subscriptions and paid Tally access. It does not replace the separate refund rules of a practice that receives payment for its own services. Effective 11 October 2026. Also see <https://synaptech.in/terms> and <https://synaptech.in/privacy>.

1. Practice subscriptions

Billing and renewal

Subscriptions are annual and paid in advance. Applicable GST is charged on the invoice (currently expected to be 18% where that rate applies). A renewal invoice is normally sent about 30 days before the paid year ends. Renewal occurs when the invoice is paid. We do not automatically debit you. Each renewal requires payment of a new invoice.

Cancellation within the initial period

If you cancel within 14 calendar days of your first subscription payment, we will refund the subscription payment in full, including the GST charged on that subscription, and issue a GST credit note where required. This initial refund guarantee applies to the first subscription payment, not automatically to later renewals.

Cancellation after the initial period

You may cancel at any time. Unless this Policy or applicable law provides otherwise, the service remains available until the end of the paid subscription term and unused months are not refunded.

Upgrades, downgrades and non-renewal

An upgrade is charged pro rata for the remaining portion of the current subscription term. A downgrade normally takes effect at the next renewal. If a renewal invoice is not paid, access ends at the end of the current paid term, subject to any notice and export period described in the Terms of Service.

Extended service outage

If SynaptechOne is unavailable for more than 72 consecutive hours due to a failure within Synaptech's reasonable control, you may request a pro-rata credit or refund for the affected paid service period. Planned maintenance announced where practicable, your own connectivity or devices, practice-side infrastructure, Tally server outages outside Synaptech's control and third-party failures outside our reasonable control are assessed on the actual facts and do not automatically qualify.

If Synaptech ends the subscription

If Synaptech terminates your subscription for a reason other than your material breach of the Terms of Service, we refund the unused subscription months on a pro-rata basis. No contractual refund is due where termination results from your material breach, without limiting any mandatory rights under applicable law.

2. Paid Tally access fees

The amount, GST, paid period or per-statement price and access scope are shown before payment. Access begins after payment confirmation and is dependent on the practice's authorisation and the applicable Tally company, server and connector being available.

We will refund the relevant Tally access payment in full where:

- you were charged but could not view the authorised ledgers or download the purchased statement, and Synaptech could not fix a failure within Synaptech's control within 3 working days after you reported it;
- you were charged twice for the same access or statement, or charged an incorrect amount;
- Synaptech-controlled Tally access is unavailable for most of the period you paid for due to a failure within Synaptech's reasonable control; or
- your paid access ends early because the relevant practice stops using SynaptechOne and the access period you paid for cannot be provided.

We do not refund a statement simply because its figures are disputed or its contents are unsatisfactory; the underlying ledger data is prepared and maintained by the practice. Contact the practice to correct its source records. This paragraph does not exclude remedies for a proven service failure or any non-waivable statutory right.

Please request a Tally-access refund within 7 days of payment or, for an issue that could not reasonably be discovered earlier, within 7 days after discovering it. We may ask for the payment reference and enough information to investigate.

3. Failed and duplicate payments

If money leaves your bank account but a payment is marked failed or pending, the payment provider or bank may reverse it automatically. Timelines vary; reversals often take 5-7 working days. If the amount has not returned after the bank/provider's stated timeframe, contact care@synaptech.in with the payment reference. A confirmed duplicate payment to Synaptech is refunded in full.

4. How to request a refund

Email care@synaptech.in with your name, registered email or mobile number, Razorpay payment ID/reference, payment date, amount, and reason. We aim to acknowledge a request within 2 working days and decide it within 7 working days after receiving the information needed to assess it. If more information is needed, we will tell you.

Approved refunds are initiated through Razorpay to the original payment method where possible, usually within 5-7 working days after approval; the bank/payment provider may take longer to display the credit. Applicable GST is refunded and documented through a credit note where required. We do not pay refunds in cash.

You may contact us before raising a chargeback so we can investigate. You remain free to contact your bank or payment provider and exercise any rights available under applicable law.

5. Payments to a practice

When you pay a practice invoice inside SynaptechOne, the money is paid to the practice's own configured Razorpay merchant account. The practice is responsible for its service, tax invoice, refund and cancellation policy and disputes. Synaptech does not hold those

funds and cannot issue a refund from the practice's account. We can help trace a technical payment reference.

6. Statutory rights

Nothing in this Policy is intended to exclude or restrict a consumer right, remedy or refund obligation that cannot lawfully be excluded or restricted. Where a mandatory law conflicts with this Policy, the mandatory law applies to the extent of the conflict.

Contact details

Synaptech AI Technology Services LLP (LLPIN ACD-2132)

Privacy concerns: privacy@synaptech.in

General support: care@synaptech.in | 10:00-20:00 IST on working days