

We have Money Back Guarantee Policy if we are unable to deliver product or services as committed to you.

At DAILY TAX ANALYSIS, we strive our best to deliver the best quality of services possible and guarantee your satisfaction with our services and support. We constantly improve and strive to deliver the best accounting, financial or secretarial services through the internet. However, in case you are not satisfied with our services, please contact us immediately and we will correct the situation, provide a refund or offer credit that can be used for future DAILY TAX ANALYSIS orders.

**1. LET US KNOW BEFORE GOING FOR A REFUND**

If you’re not satisfied with the service, simply login to **Support Portal** and [create a ticket](https://icfo.freshdesk.com/support/login) or email  [Complaint@dailytaxanalysis.com](mailto:Complaint@dailytaxanalysis.com) or call us at +91-9871487310. All requests are reviewed by members of the Senior Management and personally responded within 24-48 hours.

**2. REFUND POLICY**

2.1) No refund shall be issued if DAILY TAX ANALYSIS processed the registration/application as per the government guidelines and registration is rejected or pending on part of a government department or officials.

2.2) If any government fee, duty, challan or any other sum paid in the course of processing your registration application. We are not liable to refund such government fee paid in the course of delivering the service. (Don't worry no government fee shall be deducted until Government challan or any other payment proof provided to you.)

2.2) Further, we can’t refund or credit any money paid to government entities, such as filing fees or taxes, or to other third parties with a role in processing your order. Under any circumstance, DAILY TAX ANALYSIS shall be liable to refund only upto the fee paid by the client.

2.3) No refund shall be possible at any stage with respect to any subscription-based service such as GST return packages, Company annual compliance packages if the same service is partially processed or delivered.

**3. REFUND REQUEST**

You can easily write to us your grievance on [refund@dailytaxanalysis.com](mailto:refund@dailytaxanalysis.com). Immediately our refund department will get into the matter and if it finds non-catering of services on the part of DAILY TAX ANALYSIS we'll gladly refund your payment within 7 working days of receiving all the information required for processing refund like reason for refund, bank details for processing request, etc.

**4. CHANGE OF SERVICE**

If you want to change the service you ordered for a different one, you must request this change of service. within 7 days of purchase. The purchase price of the original service, less any earned fee and money paid to government entities, such as filing fees or taxes, or to other third parties with a role in processing your order, will be credited to your DAILY TAX ANALYSIS account. You can use the balance credit for any other DAILY TAX ANALYSIS service.

**5. STANDARD PRICING**

DAILY TAX ANALYSIS has set a standard pricing policy for various services and client of every category can opt for a service according to their business module. The basic pricing structure provided on the Website / Emails are base prices. The prices are subject to change with respect to territorial jurisdiction of a state, kind and number of services availed by the client. We reserve the right to change the prices as quoted on our website at any given point of time but this will not affect contracts that have previously come into force. The standard pricing policy is not applicable for an increase in the total fee paid by the client to DAILY TAX ANALYSIS due to increase in government fee or fee incurred by the client for completion of legal documentation or re-filing of forms with the government due to rejection or resubmission. We are not responsible or liable for any other cost incurred by the client related to the completion of the service. It is possible that prices on the website may be incorrectly quoted; accordingly, we will verify prices as part of our sale procedures so that the correct price will be notified to you before the contract comes into force.

**6. FACTORS OUTSIDE OUR CONTROL**

We cannot guarantee the results or outcome of your particular procedure. For instance, the government may reject a trademark application for legal reasons beyond the scope of DAILY TAX ANALYSIS service. In some cases, a government backlog or problems with the government platforms (e.g. MCA website, Income Tax website, FSSAI website etc) can lead to long delays before your process is complete. Problems like these are beyond our control and are not covered by this guarantee or eligible for refund. Hence, delay in processing of your file by the Government cannot be a reason for refund.

**8. FORCE MAJEURE**

DAILY TAX ANALYSIS shall not be considered in breach of its Satisfaction Guarantee policy or default under any terms of service, and shall not be liable to the Client for any cessation, interruption, or delay in the performance of its obligations by reason of earthquake, flood, fire, storm, lightning, drought, landslide, hurricane, cyclone, typhoon, tornado, natural disaster, act of God or the public enemy, epidemic, famine or plague, action of a court or public authority, change in law, explosion, war, terrorism, armed conflict, labor strike, lockout, boycott or similar event beyond our reasonable control, whether foreseen or unforeseen (each a “Force Majeure Event”).

**9. CANCELLATION FEE**

Since we’re incurring costs and dedicating time, manpower, technology resources and effort to your service or document preparation, our guarantee only covers satisfaction issues caused by DAILY TAX ANALYSIS – not changes to your situation or your state of mind. In case you require us to hold the processing of a service, we will hold the fee paid on your account until you are ready to commence the service.

Before processing any refund, we reserve the right to make best effort to complete the service. In case, you are not satisfied with the service, a cancellation fee of 20% + earned fee + fee paid to government would be applicable. In case of change of service, the cancellation fee would not be applicable.

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