

1. VoiceDocAI Cancellation and Refund Policy

As of 1 Day of February 2024, the following Cancellation and Refund Terms are put into effect, and the subscriber agrees to abide by the following policies:

1.1. Policy Terms

- You can raise a subscription cancellation request anytime during the active subscription period of the selected product.
- It is recommended to raise the cancellation request before the end of the billing cycle in both the cases of the new subscriptions and the renewed subscriptions, the cancellation can come into effect only after completion of the billing cycle.
- Once cancelled, the permissions granted to you to access product features will be revoked immediately after the completion of the billing cycle, and thus no future subscription renewal payments are charged to your account.
- Upon cancellation, the balance subscription fee will not be refunded. However, the subscribed services will continue till the end of the selected subscription period.
- **Force Majeure:** In the cases of service breakdown due to the events which are beyond the control of the service provider (i.e. m/s Jatayu Healthcare Technologies Pvt. Ltd.) and subscriber, which includes but not limited to the acts of God, accidents, riots, war, terrorist act, epidemic, pandemic, civil commotion, breakdown of communication facilities, breakdown of web host, breakdown of internet service provider, natural catastrophes, governmental acts or omissions, changes in laws or regulations, national strikes, national emergency neither party will be liable, and the collected subscription fee will not be refunded. However, in such cases, services will continue till the completion of the billing period and will be terminated thereafter with/without notification.
- Though the No-Refund policy is in place, we care for your satisfaction and concerns. Hence if notified by you or your representative within a reasonable period subject to the company's diligence, we may refund fully or partially (based on the case) the collected fee/charges in the following cases:
 - Subscriber is disabled due to accident or illness or dies during the active subscription period
 - Subscriber provides a valid report about fraudulent or unauthorized charges collected by the representatives of the company, and
 - A decree by the Judiciary or law enforcement authority to refund.