

# REFUND AND CANCELLATION POLICY

We at Paramount Infinet Pvt. Ltd (“**Paramount Infinet Pvt. Ltd**”) follow the Refund and Cancellation Policy outlined below.

## Refund Policy

An online refund may be provided only when a transaction is incomplete—for example, when the User’s package has not been renewed, but the payment has been deducted from the User’s account.

Once the refund process has been initiated, the refunded amount will generally be credited to the User’s account within **5–7 working days**, subject to the applicable payment gateway or banking processing timelines.

## Cancellation Policy

To request cancellation of services, please contact us through the **Contact Us** link or by calling our **Customer Care Number**.

Cancellation requests received **at least 7 business days before the end of the current service period** will be processed for cancellation effective from the next service period.

Requests received less than 7 business days before the end of the current service period may be treated as cancellation for the **subsequent service period**.