



Refund & Cancellation Policy

ResearchEdit4U Solutions Private Limited
Website: www.researchedit4u.in

At ResearchEdit4U Solutions Private Limited ("ResearchEdit4U", "RE4U", "we", "our", "us"), we aim to maintain a fair, transparent, and value-based service process for every client. Since most of our services involve expert time, intellectual effort, customised work, and reserved delivery slots, refunds and cancellations are governed by the following policy.

1. Nature of Services

Our services are customised, expert-led, and time-based. These may include editorial support, research support, formatting, journal support, analysis, consultation, presentation support, review support, and related academic or professional services.

Because work usually begins with expert review, allocation, planning, or drafting, not all orders are eligible for full refund after confirmation.

2. When an Order Is Considered Confirmed

An order is treated as confirmed once any one of the following happens:

- the client makes advance or full payment;
- the client approves a quotation or proposal in writing;
- the client shares files and confirms commencement;
- we reserve expert time, project slot, or urgent delivery resources for the assignment.

Once confirmed, the project enters scheduling, expert allocation, and internal processing.

3. Cancellation by Client

A client may request cancellation by email or other approved written channel. Cancellation will be effective only after written acknowledgement from us.

3.1 Before work starts

If the client cancels before work has started and before expert allocation or project scheduling, we may issue a refund after deducting payment gateway or bank charges, currency conversion charges (if any), applicable taxes already deposited or payable, and administrative processing charges.

3.2 After work starts

If cancellation is requested after work has started, refund will not be automatic. Any refund, if approved, will be limited to the unworked portion only, after deducting work already completed, expert time already blocked or used, review or analysis already performed, project management and administrative costs, and transaction charges and taxes.

3.3 After partial delivery

If any draft, edited file, report, review comments, analysis output, shortlist, presentation, consultation notes, or other deliverable has already been shared, that completed portion will be treated as delivered work and will be chargeable.

3.4 Urgent or priority orders

Urgent, same-day, next-day, weekend, or priority orders are not eligible for full refund once accepted, because resources are reserved immediately and other work is rescheduled to accommodate them.

4. Non-Refundable Situations

Refund will ordinarily not be given in the following cases:

- the client changes mind after confirming the order;
- the client no longer needs the service;
- the client delays in sharing files, data, feedback, approvals, or clarifications;
- the client misses a university, journal, conference, grant, or internal deadline;
- the client is dissatisfied with an external outcome such as rejection, low grades, reviewer comments, or supervisor disagreement;
- the client requests cancellation after substantial work has already been done;
- the client asks for work outside the original scope and then refuses revised pricing;
- the client does not respond for a prolonged period after project initiation;
- the service involves consultation, review, assessment, screening, or any delivered expert opinion;
- an urgent or reserved-slot order has already been accepted.

5. Limited Refund Situations

A partial or full refund may be considered only where:

- we are unable to start the order for reasons solely attributable to us;
- we expressly decline the project after taking payment and before starting material work;
- duplicate payment is received;
- payment is received for a service that cannot be provided at all by us;
- there is a verified billing error from our side.

Where a refund is approved, it shall be processed only to the original payment source unless otherwise required by law or banking rules.

6. Revisions Instead of Refund

Because our services are customised, genuine service concerns will normally be addressed first through revision, clarification, correction, or scope-based

completion, not immediate refund. This is intended to protect both the client and the company.

A client may request revision where the request is within the original agreed scope, is made within the communicated revision window, and is based on the original brief rather than newly added requirements.

New sections, new data, new journal targets, major restructuring, additional rounds beyond the agreed scope, or changed instructions may be billed separately.

7. Cancellation by ResearchEdit4U

We reserve the right to pause, refuse, or cancel a project where the client provides false, misleading, unlawful, or unethical instructions; there is abusive, threatening, coercive, or disrespectful behaviour; the project creates legal, ethical, reputational, or compliance risk; the client repeatedly changes scope without approval; required files, permissions, or information are not provided; or payment is incomplete, reversed, disputed, or charged back.

In such cases, any refund will be at our sole discretion after deducting the value of work already completed, time already allocated, and applicable charges.

8. No Refund for External Decisions

We do not guarantee publication, journal acceptance, reviewer approval, institutional acceptance, grades, grant success, visa success, interview success, or any other third-party outcome. Therefore, negative or delayed decisions from journals, universities, conferences, supervisors, reviewers, institutions, or other third parties do not create an automatic right to refund.

9. Chargebacks and Payment Disputes

If a client initiates a chargeback, payment reversal, or bank dispute without first using our grievance process, we reserve the right to suspend all work and withhold further deliverables pending resolution.

Where a chargeback is found to be false, abusive, or unsupported after services were delivered or substantially performed, we reserve all contractual and legal rights.

10. Refund Processing Timeline

If a refund is approved, it will normally be processed within 7 to 21 working days, subject to banking partner, gateway, and card issuer timelines.

Taxes, gateway fees, foreign exchange charges, and non-recoverable charges may be deducted where applicable. Delays caused by banking systems, card networks, or intermediary platforms will be outside our control.

11. Taxes and Charges

All refunds, credits, and adjustments are subject to applicable tax treatment, payment gateway charges, bank deductions, and statutory compliance. Where invoice correction, credit note treatment, or tax adjustment is legally required, the same shall be handled accordingly.

12. Grievance Redressal

If a client has a concern regarding billing, cancellation, delivery, or refund, the client must first contact us in writing with full name, registered email or phone number, invoice or order reference, issue summary, and supporting documents.

We will review the matter in good faith and aim to provide an initial acknowledgement promptly and a substantive response within a reasonable period.

13. Fair Use and Anti-Abuse Protection

To protect both genuine clients and our team, we may refuse refunds or future service where there is evidence of repeated bad-faith complaints after accepted delivery, repeated attempts to obtain free work through refund pressure, chargeback abuse, harassment or threats, misuse of draft work followed by a refund demand, or concealment of project requirements until after confirmation.

14. Governing Law

This Policy shall be governed by the laws of India. Any dispute arising from or relating to payments, cancellations, refunds, or service issues shall be subject to the jurisdiction clause stated in our Terms & Conditions.

Recommended operational note: By making payment, the client confirms acceptance of the company's Terms & Conditions, Refund Policy, and scope of service as communicated in the approved quotation or order confirmation.