

# Refund Policy

Effective Date: 01-10-2025

SAMISH TECHNOTRONICS PRIVATE LIMITED and its Websites, its Mobile/Tablet Applications, etc. (collectively "We", "Us", "Our" and "MyInstaCharge") are engaged in the business of providing an Online Platform to the Users through which they can charge their Electric Vehicles and make payments.

At **MyInstaCharge**, we strive to provide seamless and reliable EV charging services to our users. If you are not fully satisfied with your purchase or subscription, this Refund Policy explains the conditions under which refunds may be issued.

## 1. Scope

This policy applies to all services and digital products offered through the **MyInstaCharge** platform, including mobile app subscriptions, charger bookings, and prepaid wallet credits.

## 2. Eligibility for Refund

Refunds will be considered under the following circumstances:

- **Technical Issues:** If a service was purchased but could not be accessed due to a technical failure on our side.
- **Incorrect Charges:** If an amount was charged incorrectly or more than once for the same service.
- **Service Cancellation:** If a booked service is canceled by **MyInstaCharge** before usage.

## 3. Non-Refundable Cases

Refunds will **not** be provided for:

- Partial use of a service or subscription.
- Dissatisfaction due to user error (e.g., incorrect booking).
- Prepaid wallet balances that have been partially used.

## 4. Refund Request Process

To request a refund:

1. Contact our customer support team at **support@myInstaCharge.com** within **7 days** of the transaction.
2. Provide proof of payment (transaction ID, invoice, or receipt).
3. Describe the reason for the refund request clearly.

## 5. Refund Processing

- Once your request is received and verified, **MyInstaCharge** will process the refund within **7–14 business days**.
- Refunds will be issued using the original payment method unless otherwise agreed.

## **6. Right to Refuse Refund**

**MyInstaCharge** reserves the right to refuse refund requests that do not comply with this policy. All decisions will be communicated via email.

## **7. Changes to This Policy**

We may update this policy from time to time. Any changes will be effective immediately upon posting on our website or app.