

# **GL & Co**

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## **Chartered Accountants**

### **Refund and Cancellation Policy**

The terms "We" / "Us" / "Our"/"Firm" individually and collectively refer to G L & Co, Chartered Accountants and the terms "Visitor" "User" refer to any legal person or entity accessing or using the services which are provided on this website, who is competent to enter into binding contracts, as per the provisions of Indian Contract Act in force.

#### **GENERAL**

Our focus is complete client's satisfaction. We constantly make changes to improve the services we provide. However, in the event, you are not satisfied with any of the service we provide, please connect with us and we'll correct the situation or refund back the money or offer credit that can be used against future payments, provided the reasons are genuine and proved after our internal investigation.

In case you are not satisfied with the service(s), simply mail at [team@glandco.in](mailto:team@glandco.in) or call us at +91 011 47579905. All requests are reviewed carefully by the members of grievance committee and responded within 3-5 business working days.

#### **Refund**

When a payment of fee is made to the firm, such fee in advance is retained by the firm in the client's account. The firm earn fees by working on the client's matter as per the scope of work agreed. The firm earns at different rates and at different times depending on the completion of various milestones as per the scope of work. Refund cannot be provided for earned fee because resources and manhours spent on completing the service are non-returnable in nature. In short, processing fees, payment gateway charges, admin fees, and cost of the resource for the work done till date shall be deducted. Further, the firm is not liable for the money paid to government authorities, such as MCA Fees, Tax Payments, Duty Payments, and amount paid to any other third parties having a role in processing your order. Under any circumstance, the firm shall be liable to refund only upto the fee paid by the client.

#### **Refund Request**

Refund request can be initiated through [team@glandco.in](mailto:team@glandco.in). All refund requests must be made within 5 days of making the payment. We will process your request within 15 business working days of receiving all the information required for processing refund like reason for refund, bank details for processing the request or any other detail as asked for during the refund process.

#### **Factors Outside Our Control**

We cannot guarantee the results or outcome of any procedure. For instance, the government may reject a GST Registration Application for reasons beyond the scope of our service. In some cases, a government backlog or problems with the government website portals can lead to long delays before your process is complete. Problems like these are beyond our control and are not covered by any guarantee or eligible for refund. Hence, delay in processing of your file by the government or any other similar situation which is beyond our scope and control can't be a reason for refund.

#### **Force Majeure**

The firm shall not be considered in breach 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").

#### **Cancellation Fee**

Since we're incurring costs and dedicated time, manpower, technology resources and effort to your service or document preparation, we reserve the right to deduct a cancellation fee of 25% + earned fee + fee paid to the government authority + any other expense incurred directly in relation to such service(s).

Before processing any refund, we reserve the right to make best effort to complete the service. In case you want 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.

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