



Big Faction Consultancy Private Limited
AAGCB9428E | 29AAGCB9428E1ZH
U74999KA2016PTC097602

Dear Seller,

Thank you for showing interest / opting for our services. We are requesting you to go through our refund policy for exit procedures.

Company refers to first party **Big Faction Consultancy Private Limited**.

Client refers to a second party **Seller**.

Refund Policy: **Annexure I,II,III**

We at Big Faction maintain complete transparency and in-case our clients are not satisfied with our services. We provide a refund or extension of service period to maintain a healthy long term future relationship.

Annexure I:

Service Type And Refunds:

1. Reinstatement Service: Half Refund (After 45 days)
2. Other Services : On work report basis (Minimum 1 Month Service)

Annexure II:

Process and Audit:

1. All refunds will be granted on the basis of work report.
2. Our escalation team will look over the amount of work, keeping client and company executive in loop;
3. On the basis of an internal audit by the escalation team, the amount (in percentage) of refund will be shared with both the account department and client.
4. In-case our escalation team feels the work can be completed within the certain TAT, refund will not be processed.

Annexure III:

Duration:

1. Refunds are processed within 7 days after raising the refund request at grievance@bigfaction.com

2. Refunds are processed only on Upcoming Saturdays.
3. Refunds will only be processed after completion of the service period opted by the seller.
4. Refunds in-case seller uses another service provider/person/himself/company during the service period of 45 days mentioned in (Annexure I, Section 1) refunds will be made after 55 days.

Company (Big Faction Consultancy Private Limited) reserves the right for change in refund policy.

Note: We do not intend to dissatisfy our clients but for better transparency our refund policy has been shared with your organization.

