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INDIAFC REFUND & CANCELLATION POLICY

Effective Date: 29/May/2026

Website: IndiaFC.org

(Recommended Version for Sports Club Subscription Plans)

This Refund & Cancellation Policy governs subscriptions purchased by sports clubs, academies, organizations, coaches, and other entities through IndiaFC. By purchasing a subscription, you agree to this Policy and the IndiaFC Terms & Conditions.

1. Subscription Services

IndiaFC provides subscription-based access to digital platform services including, but not limited to:

- Club profile creation and management
- Player and coach management tools
- Event and tournament listings
- Promotional and marketing features
- Communication tools
- Analytics and reporting
- Premium visibility and advertising services

As these are digital services delivered immediately upon activation, refund eligibility is limited as described below. This approach is common for SaaS/subscription platforms, which often distinguish cancellation rights from refund rights.

2. Cancellation by Club

A Club may cancel its subscription at any time through its account settings or by contacting IndiaFC support.

Upon cancellation:

- The subscription will remain active until the end of the current paid subscription period.
- No future renewal charges will be applied.
- Access to paid features will cease upon expiry of the subscription period.

Cancellation does not automatically entitle the Club to a refund. This aligns with common subscription-service practices where service continues through the paid term after cancellation.

3. Refund Eligibility

3.1 Full Refund

IndiaFC may provide a full refund if:

- A duplicate payment was made due to a technical error.
 - The subscription was charged incorrectly.
 - IndiaFC is unable to activate the purchased service due to a technical issue solely attributable to IndiaFC.
 - A refund request is submitted within **7 calendar days** of the initial subscription purchase and the Club has not substantially used the paid services.
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3.2 Partial Refund

IndiaFC may, at its sole discretion, provide a partial refund when:

- A service purchased cannot be delivered in full.
 - A major platform failure prevents substantial use of the service for an extended period.
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Any partial refund amount shall be determined by IndiaFC based on the unused portion of the service.

4. Non-Refundable Fees

The following payments are strictly non-refundable:

- Renewed subscription plans
- Expired subscription periods
- Setup fees
- Promotional or discounted plans
- Advertising and featured listing fees
- Sponsored campaigns
- Custom development or integration services
- Training or onboarding services already delivered
- Services already utilized by the Club

Digital subscription services are generally considered consumed once activated and used.

5. No Refund for Change of Mind

Refunds will not be issued because:

- The Club no longer wishes to use the platform.
 - The Club found an alternative service.
 - The Club did not fully utilize the subscription.
 - The Club misunderstood available features despite those features being described before purchase.
 - Lack of activity by the Club after subscription activation.
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6. Account Suspension or Termination

No refund shall be provided if a Club account is suspended or terminated due to:

- Violation of IndiaFC Terms & Conditions
 - Fraudulent activity
 - Misrepresentation
 - Abuse of platform services
 - Illegal activities
 - Non-compliance with applicable laws
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7. Auto-Renewal Charges

Where auto-renewal is enabled:

- Renewal notifications may be sent before renewal.
 - The Club is responsible for cancelling before the renewal date.
 - Once a renewal payment is successfully processed, the payment is non-refundable except where required by applicable law.
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8. Refund Request Process

To request a refund, the Club must submit:

- Registered club name
 - Registered email address
 - Subscription details
 - Payment transaction reference
 - Reason for refund request
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Requests may be submitted to:

Email: [support@indiafc.org]

Website: IndiaFC.org

9. Refund Review

IndiaFC reserves the right to:

- Request additional information.
- Verify account activity and service usage.
- Approve or reject refund requests at its reasonable discretion.
- Investigate suspected abuse of the refund process.

IndiaFC's decision regarding refund eligibility shall be final.

10. Refund Processing Timeline

If approved:

- Refunds will generally be processed within **7–10 business days**.
 - Refunds will be issued to the original payment method used during purchase.
 - Bank or payment gateway processing times may vary and are outside IndiaFC's control. Similar timelines are commonly disclosed in refund policies.
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11. Chargebacks

Before initiating a chargeback through a bank or payment provider, Clubs agree to contact IndiaFC support and provide a reasonable opportunity to resolve the issue.

Fraudulent or unjustified chargebacks may result in:

- Immediate account suspension
 - Recovery actions for unpaid fees
 - Permanent account termination
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12. Policy Changes

IndiaFC reserves the right to modify this Refund & Cancellation Policy at any time.

Updated versions will be published on the IndiaFC website and become effective immediately upon publication.

INDIA FC TEAM.

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