

## **Cancellation & Refund Policy**

Effective Date: [14/08/2025]

Users may cancel anytime from their buildkaam.com account dashboard.

## **Subscription Services**

Users may cancel anytime from their buildkaam.com account dashboard.

### **1. Monthly Plans**

Non-refundable once the billing cycle starts.

### **2. Annual Plans**

Full refund available if cancelled within 14 days of purchase; partial refunds not available after this period.

## **Physical Construction Services**

### **1. Before Project Start**

80% refund (20% retained as administrative fee).

### **2. After Commencement**

Refund is calculated based on work completed, material costs incurred, and labor charges.

### **3. Completed Projects**

No refund available.

### **Maintenance & Support Services**

If the customer is dissatisfied with service, they may request:

Re-service (at no or labour extra cost), or

Partial refund (after review of the case).

### **General Rules**

Refunds will be processed within 7–14 business days via the original payment method.

Any disputes must be raised within 7 days of service delivery.