



## CANCELLATION & REFUND POLICY

Refunds for services are handled on a case-by-case basis. Refunds may be considered under the following conditions:

#01. You are hereby advised to contact us on the phone number and email address provided on the website before making any kind of payment or start work. Please make sure to understand all the details of demo work, assign task as per the offer letter, request letter and self declaration carefully before proceeding with the payment or work to avoid any confusion or dispute in future.

**#02. Our office hours are from 10:00 AM to 07:00 PM (Monday to Saturday). If you are making a payment before or after the mentioned hours, we kindly request you to wait until the office opens and consult with our executive before proceeding with the payment.**

#03. There are different packages available on the website, designed based on the varied requirements of users. Naturally, this is why there are differences in pricing as well. If you are planning to work with the Silver Package, please make sure to carefully understand the features included in the Silver Package. Please avoid situations where you make a payment for the Silver Package but later expect features that are only available in the Gold or Platinum Package.

#04. For this work, it is necessary to have a computer or laptop. An internet connection is also required. Since you wish to join through work from home, it is essential to have a power backup at home in case of electricity outages, so that you can submit your work on time. In the future, if you request a refund in this regard, it will not be accepted.

#05. If you are not sure whether you will be able to complete the assigned work on time, you can opt for a 7-day non-paid trial. This trial period will help you understand your capacity, and based on your performance, the number of daily entries you request will be assigned accordingly. **If, after completing the 7-day trial, you feel that you are unable to continue with the work, you can reduce your work/request for a refund of your security money. The process for this has been explained in detail in the request letter. However, if you skip the trial and directly take the live project, and later say that you are unable to do the work, you will not be eligible for a refund under the refund criteria.**

#06. The project will be allotted only after you complete the demo work, applicant signed offer letter, and work acceptance. Once the project is allotted, no changes of any kind will be allowed. Please ensure that you review and understand everything properly before getting the project allotted. In the future, any request for a refund in this regard will not be accepted.

**#07. Ideally, you should not make any payments without first speaking to an executive. However, if you have made a payment knowingly or unknowingly and later decide not to proceed, you can claim a refund within 24 hours. In such a case, a 100% refund will be provided. If the refund is claimed after 24 hours, only 50% of the amount will be refunded. Read Schedule II [C], clause number 13 as per the offer letter/sample offer letter.** Once the live project date is allotted, you will no longer be eligible to stop your work and claim a refund in a midway. However, after completion of the assigned project on time as per offer letter Schedule I, you will be eligible for a refund.

With Best Regards,

**Sanjay Sharma | Senior HR Manager**  
**Ambrelanexus BPO & Digital Services Pvt. Ltd.**  
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