

Refund Policy

Biziverse Private Limited ("Biziverse") does not offer refunds on subscription sales, renewals, upgrades, or any transaction, UNLESS it is explicitly clarified in the invoice issued by Biziverse that a given transaction is eligible for refund for a fixed period from the date of purchase. If no explicit refund policy and refund period are mentioned on the invoice, the amount will be non-refundable.

Refunds on eligible subscriptions can be applied only if the customer sends an email, within 7 calendar days of payment for their first-time subscription, specifically to "sales@biziverse.com" with the subject "Refund request" and text "Please cancel my subscription and refund the amount."

No refund will be processed if a request is received after 7 days of the first purchase or if the refund request is not in the structure stated above.

Eligible refunds are issued to the original source of payment via RazorPay. Biziverse processes the refund request within 3 working days, after which, the refund may take 5-7 working days to reach your original payment source, depending on the bank and mode. Payments received via RazorPay may be refunded via RazorPay only, and you may refer to the Return Reference Number (RRN) issued by RazorPay to follow up with your bank.

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