PERKS

Subscription & Refund Policy

Effective 29 September 2026 · Operated by PERKS · Contact: perk.headquarters@gmail.com

This policy applies to paid PERKS Business subscriptions.

1. What this policy covers

This Subscription & Refund Policy explains how PERKS Business subscriptions are billed, renewed, cancelled and refunded. It is referred to by, and forms part of, the Business Terms & Conditions and the Merchant Terms Summary.

2. Plans and billing

PERKS Business may offer a free tier and one or more paid subscription plans. Paid plans are billed in advance on a recurring basis (for example, monthly or annually) to the payment method you provide. Prices are shown in Indian Rupees (INR) inclusive or exclusive of applicable taxes as displayed at checkout.

3. Renewal

Paid subscriptions renew automatically at the end of each billing period unless cancelled before the renewal date. You can cancel at any time from Settings in PERKS Business; cancellation stops future renewals but does not end your current paid period early.

4. Refunds

Subscription fees are non-refundable once a paid period has commenced, except where:

- A refund or reversal is required by applicable law;
- A payment was duplicated or charged in error; or
- PERKS determines that the purchased service was not successfully activated due to an issue attributable to PERKS.

Where a refund is due under this section, it will be processed to your original payment method, typically within 7–14 business days, subject to your payment provider's own processing times.

5. Failed payments and downgrades

If a renewal payment fails, we may retry the charge and will notify you. If payment is not resolved within a reasonable grace period, your account may be downgraded to the free tier or restricted, and premium features (including additional stores or advanced analytics, where plan-gated) may become unavailable until payment is resolved. Your loyalty data is preserved through a downgrade and is not deleted for non-payment alone.

6. Changing plans

You may upgrade or downgrade your plan from Settings. An upgrade typically takes effect immediately with a pro-rated or next-cycle charge as displayed at the time; a downgrade typically takes effect at the start of your next billing period so you keep what you already paid for.

7. Taxes

You are responsible for any applicable taxes (such as GST) on your subscription, which will be shown at checkout where applicable. If you provide a valid GST number, an appropriate tax invoice will be made available for your records.

8. Contact for billing issues

For any billing question, disputed charge, or refund request, contact perk.headquarters@gmail.com with your merchant account details. We aim to acknowledge billing queries within 3 business days.

This document is a practical, product-accurate policy drafted to reflect how PERKS actually works today. It is provided for operational and informational purposes and is not a substitute for legal advice. It should be reviewed and adapted by qualified Indian legal counsel — with reference to the Digital Personal Data Protection Act, 2023, the Information Technology Act, 2000 and its rules, and any sector-specific requirements — before being relied upon as a final, binding legal document.