

## PAYMENT & REFUND POLICY

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### Payment Policy

Only valid payment methods acceptable to Generation360™ Media Solutions system may be used, for all refunds will be credited back through the same manner.

Concerning any payments by debit card, credit card, UPI or electronic funds transfer, by submitting your order for processing, you authorise us to charge your order (including taxes, shipping, handling and any amounts agreed upon before order submission) to your debit card, credit card or account.

If your UPI, debit card, credit card or account cannot be verified, or is invalid, or is not otherwise acceptable, your order may be suspended or cancelled automatically.

All prices and availability of courses and services are subject to change without notice.

An invoice will be sent atleast 30 days before amounts are due, this invoice will be the notification of payment.

Any amount remaining unpaid after 30 days from the due date shall accrue interest per the bank base interest rate until fully settled.

### Refund policy

Generation360™ Media Solutions warrants that for thirty (30) days after the performance of Professional Services for customers provided under a statement of work, such Professional Services were performed in a proper and professional manner consistent with industry standards. Otherwise, such Professional Services are provided by Generation360™ Media “as is”.

Once requested by you, Generation360™ Media will charge your account or debit card, credit card the amount agreed upon under the executed contract, or as otherwise agreed upon by the parties.

If a project is delayed at the request of the client, due to the client’s internal processes, Generation360™ Media will not be responsible for any costs incurred by this delay, any fees or damages will stand with the client unless agreed in writing at the time or delay by the client.

Customer reservations which are cancelled thirty (30) or more days before the start of the services, course, webinars, seminars, trainings and programs will be refunded, in their entirety.

Customer reservations which are cancelled fourteen to thirty (14-30) days from the beginning of the services, course, webinars, seminars, trainings and programs will be refunded, by fifty percent (50%) of the registration fee.

No refund is offered for any cancellations within two (2) weeks of the start of the services, course, webinars, seminars, trainings and programs.

### Changes to payment and refund policy

We reserve the right to change this payment, refunds policy terms and conditions at any time. Any such changes will take effect when posted on the website.

### Contact Us

If you have any questions please contact us [contact@generation360.in](mailto:contact@generation360.in)