

## GST CARE CENTER — LEGAL & Services Refund Policies

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- **Terms of Service**

Welcome to **GST Care Center** (“we,” “our,” or “us”). By using our website, making a payment, or availing our services, you agree to the terms mentioned below. These terms are designed to ensure clarity, transparency, and mutual trust.

### 1. Nature of Services

GST Care Center provides **professional GST, income tax, accounting, compliance, registration, and legal advisory services** through qualified experts.

Our role is to assist clients in **timely, accurate, and compliant filings** based on the details and documents they provide.

### 2. Client Responsibilities

Clients are required to:

- Provide correct, updated, and complete documents and information.
- Respond promptly to communication or clarification requests.
- Verify the accuracy of their details before submission.

Any error, delay, or loss resulting from incorrect or incomplete information shall **not be the responsibility of GST Care Center**.

### 3. Service Commitment

We are committed to delivering services with accuracy and dedication. However, all timelines are **subject to government portal functionality, third-party delays, or policy changes** beyond our control. GST Care Center shall not be held liable for any delay or rejection by government authorities.

### 4. Confidentiality & Data Protection

All information shared by clients remains **strictly confidential** and is used **solely for service-related purposes**.

We do not disclose, sell, or misuse client data. Only authorized personnel handle client information under professional secrecy obligations.

### 5. Payment & Billing

All payments must be made in advance unless otherwise agreed.

Invoices are issued digitally. Services commence only after confirmation of payment.

Any additional work or change in scope may attract separate charges, which will be informed transparently in writing.

## 6. Limitation of Liability

GST Care Center, its employees, or associates shall **not be responsible** for:

- Any indirect, incidental, or consequential loss,
- Rejection or delay caused by government system issues, or
- Penalties arising from non-compliance due to client delays or misinformation.

Our maximum liability, in any case, shall be **limited to the amount paid by the client for that specific service**.

## 7. Modification of Terms

GST Care Center reserves the right to modify or update these terms at any time, and the latest version will always be available on our website.

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- **Services Refund & Cancellation Policy**

We aim to maintain fairness and transparency while ensuring that our team's time and effort are respected.

Since our services involve **professional time, expertise, and government filings**, refunds are **very limited and at the discretion of management**.

### A. Non-Refundable Nature

All payments made to GST Care Center are **non-refundable once work has started** or any part of the service has been initiated — including document review, consultation, or login creation on the government portal.

### B. Refund Eligibility

A refund request may be considered only if:

- No work has been initiated,
- No government filing or document preparation has begun, and
- A written request for cancellation is received within **24 hours of payment**.

Approval of refund is subject to internal review by our accounts & legal team.

A **10% administrative charge** or actual expense (whichever is higher) will be deducted from the refundable amount.

### C. No Refund Situations

Refunds will **not be entertained** in the following cases:

- Delay from the client's side in submitting documents.
- Change of mind or withdrawal of service after initiation.

- Disagreement with professional opinion or government outcomes.
- Work already completed or submitted to authorities.

#### D. Cancellation

Once service work has started, **cancellation requests cannot be accepted.**

If a client insists on cancellation mid-process, the full service fee remains payable.

#### E. Processing Time

If approved, refunds are processed within **10–15 working days** through the same payment mode.

#### F. Contact for Refund/Cancellation

✉ [accounts@gstcarecenter.com](mailto:accounts@gstcarecenter.com)

☎ +91-7820039480

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- **Disclaimer**

The services and information provided by **GST Care Center** are for **professional advisory purposes** and are based on prevailing laws and client-provided details.

While every effort is made to ensure accuracy, **tax and compliance regulations are dynamic** and may change without prior notice.

#### Disclaimer Highlights

- GST Care Center acts as a **professional consultant**, not as a government authority.
- The accuracy of filings depends entirely on the data/documents received from the client.
- We do not guarantee approval or outcome by any government department.
- Advice is provided in good faith; **we are not responsible for interpretation errors or government rejections.**

Clients are encouraged to verify the final outcome before taking financial or legal action based on any advisory provided.

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- **Governing Law & Jurisdiction**

These Terms and Conditions shall be governed and construed in accordance with the **laws of India.**

Any dispute, claim, or controversy arising out of or in connection with the services rendered by **GST Care Center** shall be subject to the **exclusive jurisdiction of the competent courts of Gautam Buddha Nagar and Bijnor, Uttar Pradesh.**

#### ✓ Final Note:

“By using our website, paying online, or availing our services, you acknowledge that you have read, understood, and agreed to GST Care Center’s Terms of Service, Refund Policy, Disclaimer and all.”