



# Royal Impact Certification Ltd.

## Refund Policy

At RICL, we take pride in the training, auditing and certification services delivered by us and strive for 100% customer satisfaction with our services and post-delivery support. Kindly ensure to give your feedback post completion of services. However, in case you are not satisfied with our services, please contact us immediately and we will correct the situation, provide a refund or offer credit that can be used for future RICL orders.

### **In case you are not satisfied, kindly let us know!**

If you're not satisfied with the service, kindly lodge a formal complaint using the procedure given in download section of our website. Your first point of contact shall always be the market manager who is handling your account.

### **30 Day Refund Policy**

If an engagement is not progressing as per your expectations, you can request for a refund within 30 days of payment. After 30 days, you can request for the refund to be processed as a service credit - which can be used for any other future service.

### **Cancellation Fee & Earned Fee Deduction**

Before processing any refund, we reserve the right to make a best effort to complete the service. In case you are not satisfied with the service, a cancellation fee of 20% + earned fee + fee paid to the external authorities (Government / Regulators / Accreditation Board / Licensing authority) would be applicable.

Hence, all refunds will be subject to a minimum of 20% cancellation fee. Further, if RICL has spent the time and resources to complete the engagement or incurred any other fee, such fees will be deducted on best judgement basis by the company and the balance will be refunded. Under any circumstance, RICL shall be liable to refund only upto 80% of the fee paid by the client.

### **Request Refund**

To initiate a refund request, kindly send us an email to [crm@ricliso.com](mailto:crm@ricliso.com) with details of the transaction to begin the refund process. Refunds are normally processed within 3-5 weeks from the date of request along with all relevant information. RICL is not responsible or liable for any other cost incurred by the client related to the completion of the service that is out of scope.



## Factors Outside our Control

We cannot guarantee the results or outcome of your particular procedure. For instance, the certification committee may reject an application for non-compliances on part of client. In some cases, a government backlog or problems with the government platforms (e.g., CDSCO portal / FSSAI / BIS website) can lead to long delays before your process is complete. Problems like these are beyond our control and are not covered by this guarantee or eligible for refund. Hence, delay in processing of your file by the Government cannot be a reason for refund.

## Force Majeure

RICL shall not be considered in breach of its Satisfaction Guarantee policy or default under any terms of service, and shall not be liable to the Client for any cessation, interruption, or delay in the performance of its obligations by reason of earthquake, flood, fire, storm, lightning, drought, landslide, hurricane, cyclone, typhoon, tornado, natural disaster, act of God or the public enemy, epidemic, famine or plague, action of a court or public authority, change in law, explosion, war, terrorism, armed conflict, labour strike, lockout, boycott or similar event beyond our reasonable control, whether foreseen or unforeseen (each a "Force Majeure Event").