

## **SMS ALERT REFUND / CANCELLATION POLICY**

### **Refund Policy.**

Credits are non-refundable unless we terminate your use of the service and/or close your account without cause. We shall refund the amount paid for Credits which are unused and have not expired. If you stop using your account or the Service, you will not be entitled to any refunds.

### **Cancellation Policy.**

The user may as per their best interests deactivate their account at any point of time. All cancellation requests must be submitted to accounts and billing department of **SMS Alert**. You may submit your cancellation requests by email or phone. Your request will not be considered valid unless and until you receive confirmation from our accounts or billing department. The confirmation email or number given by accounts department of **SMS Alert** will act as a proof of the cancellation of service.

**SMS Alert** reserves the right to suspend or terminate access to our services without giving any prior notice without specifying any reason and also in case of any possible violation of the terms of use. **SMS Alert** shall not be held liable for any instances of termination of services on the account of non-renewal or non-payment of dues on time, or, violation of Service Usage Policy.