

# REFUND & CANCELLATION POLICY

Last Updated: Nov 2025

Applicable To: All users of <https://www.howmy.co.in>

## 1. General

This Refund & Cancellation Policy applies to all payments made towards subscriptions, services, and add-on features (like fencing or custom photo updates) offered by HowMy Technologies (“Company”).

By purchasing or subscribing to any service, you acknowledge that you have read, understood, and agreed to this policy.

## 2. Subscription Services

- Our services are available on a subscription basis (monthly, quarterly, half-yearly, or yearly).
- The subscription fee once paid is non-refundable, except in specific cases listed below.
- Subscriptions are not automatically renewed unless you opt-in.

## 3. Refund Conditions

- Refunds will only be considered under the following circumstances:
  - A technical or service error caused by the Company results in non-delivery of updates.
  - The same payment is accidentally processed twice (duplicate transaction).
  - The service cannot be initiated due to incomplete registration verification or Company-side rejection.
- Refunds will not be granted if:
  - You cancel your subscription voluntarily after service activation.
  - You are dissatisfied with photo quality or coverage area (as coverage limitations are stated in Terms).
  - You fail to provide correct property details or ownership proof.
  - All approved refunds will be processed within 7–10 working days to the original payment method.

## 4. Cancellation Policy

- You may cancel your subscription anytime from your dashboard or by emailing [support@howmy.co.in](mailto:support@howmy.co.in).
- Cancellation will stop future billing but will not refund previously paid fees.
- After cancellation, access to photos, videos, and reports will be restricted once the current plan expires.

## 5. Service Suspension


We reserve the right to suspend or cancel services in the following cases: In such cases, no refund will be issued.

- Payment failure or chargeback dispute
- Misuse of platform or fake property registration
- Violation of our Terms & Conditions

## **6. Contact for Refunds or Cancellations**

For any refund or cancellation requests, please contact:

 [support@howmy.co.in](mailto:support@howmy.co.in)

 [Contact No 8095334334]

 HowMy.co.in [Bengaluru]

## **7. Governing Law**

This policy is governed by the laws of India, with exclusive jurisdiction of the courts our state.