Smargav Solutions Private Limited
#12, Srinagar, Chokkampudur Road
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Refund Policy

FieldX is a digital service provided from our Web Portal fieldx.io. When asking for refunds, we would like to ensure that the software is removed from all the devices before we process the refund. The customer shall confirm in writing that none of their devices have FieldX Software installed anymore.

Eligibility

To be eligible for a return:

1. Remove FieldX software from all your enrolled devices.
2. Delete all devices from Web Portal and the count of enrolled devices on our Portal should be 'zero' for at least 7 days.
3. Send in writing confirmation that all the data has been deleted promptly.

Return Process

We may begin the return process if all of the above applies to your purchase. *Please make sure to back up all saved files and other important data before deleting the software from your devices*. For your security, we do not have any means of recovering your data once its been deleted. We are not responsible for any device or data recovery if proper instructions are not followed.

When you are ready to begin, please conatact us at support@fieldx.io along with the following:

1. **Email Confirmation** that all the devices have been duly removed from Web Portal and the software has been removed from the devices.
2. **Your billing information**: The name, billing email, and the last-4 digits of the card on file as part of our account verification process.

After we receive and verify your request, we will take 7-10 days time to confirm and process the refund request.

Once our returns team receives and confirms that refund is eligible, it should take 10-15 banking days for the refund to show up on your account. If you haven't received your refund within this timeframe, please contact your bank for assistance.

Note: Smargav Solutions Pvt. Ltd reserves the right to decline any refund request for any reason deemed appropriate.

If you have any questions or concerns regarding our refund policy, you may contact us at support@fieldx.io or call us at +91 89511 47204.