Bizmitra

Bizmitra Refund and Cancellation Policy

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When and how refunds and cancellations apply.

Bizmitra Refund and Cancellation Policy

Version 1.0. Effective from the publication date displayed with this policy.

This policy explains when you can cancel a Bizmitra subscription, which payments qualify for a refund, how we calculate refunds, and how to submit and track a request. Bizmitra is provided by Drushtant Infoweb Private Limited, referred to as “Bizmitra”, “we”, “us” or “our”.

Our standard offer is a full refund of eligible subscription fees if you request cancellation within the first 21 calendar days of the qualifying first purchase described below. ERP, Connector and separately purchased add-ons have distinct rules. After that period, ordinary cancellation stops future renewal and your subscription continues until the end of the period already paid for. The exceptions below explain when a refund may still apply.

1 Scope and applicable terms

This policy covers Bizmitra ERP, the Connector App, and CRM, HRM, Workforce and other paid Bizmitra add-ons and services where this policy is included in your purchase terms. It applies to customers in India and overseas, subject to mandatory local law and the seller arrangements in Section 13. Bizmitra services are intended for business and professional use.

A signed agreement or an order form expressly accepted by both parties may specify different refund terms for an enterprise subscription, implementation project, custom development or minimum commitment. Any departure from this policy must be clearly disclosed before purchase. A general statement that “all payments are non-refundable” does not override the specific guarantees in this policy unless an expressly agreed provision identifies the affected charge and exception.

Mandatory legal rights take priority over this policy and any contract. Nothing here limits a right to a remedy for defective, deficient, misdescribed or undelivered services, or any non-waivable cancellation, withdrawal or refund right. Merely registering a business account does not determine whether you have statutory consumer rights.

“Calendar days” include weekends and holidays. “Business days” mean Monday to Friday, excluding public and bank holidays in Gujarat, India. Mandatory local deadlines apply where shorter or otherwise required by law.

2 Bizmitra ERP subscriptions

The ERP refund guarantee covers your first paid standard ERP subscription, including the user licences and standard functions included in the purchased plan. If you request cancellation within its first 21 calendar days, we refund the eligible ERP subscription fees actually paid for the cancelled subscription. Normal use during that period does not reduce the refund.

The period starts at the later of the successful subscription payment and the time the purchased ERP subscription is activated and available to your organisation. Delaying your first login, data import, staff training or configuration does not delay the start once access is available. The detailed calculation and request rules in Section 5 apply.

Functions bundled into the ERP price follow the ERP subscription’s refund period. They do not have separate cash refund values or new refund periods merely because you enable them later. A separately purchased CRM, HRM, Workforce or other add-on is handled under Section 4.

After the ERP refund period, ordinary cancellation stops future renewal, and your paid ERP access continues to the end of the purchased term. There is no automatic refund for unused days, unused user licences, reduced business activity or a voluntary early exit. Qualifying billing errors, failures to supply, material service failures and discontinuation are handled under Section 7.

ERP implementation, migration, training, custom reports and bespoke development are separate services under Section 10. Where an ERP plan includes a standard Tally integration, that included feature follows the ERP purchase terms. A separately purchased Connector platform subscription follows Section 3.

3 Bizmitra Connector App subscriptions

Production subscription fees

The Connector refund guarantee covers the developer or organisation’s first paid standard production subscription to the Connector platform. If you request cancellation within its first 21 calendar days, we refund eligible production subscription fees actually paid for the cancelled subscription. A free sandbox does not use up the paid refund period.

The period starts at the later of the successful production subscription payment and the time the purchased production entitlement is activated and available. Customer-side installation, Tally pairing or going live later does not postpone that date once the purchased entitlement is available. You may assess compatibility and suitability during the initial period without having to prove a defect to request the subscription refund.

Where billing is based on an application tier and its covered companies, the accepted order defines the tier, billable companies, prepaid term and any minimum commitment. The 21-day guarantee applies to the eligible initial subscription charges within that order. Adding an application, company, customer or capability tier does not restart the initial Connector refund period.

After that period, unpairing a company, reducing company count, disabling an application or reducing production usage does not automatically refund a prepaid term. Reductions ordinarily affect the next renewal unless the accepted plan or order expressly allows an earlier billing adjustment. A developer’s own customer cancellation does not, by itself, create a refund right against Bizmitra.

For an eligible material failure affecting only a separately priced application or company entitlement, the refund covers the affected charge and refundable period. If the failure makes the whole purchased Connector service materially unusable, the calculation covers that affected subscription as a whole. Section 8 explains the calculation.

White label charges

Standard recurring white-label licence, maintenance, update and support fees follow the subscription rules in this policy. If purchased with your first production subscription, they are included in its initial refund period.

If you first purchase a separately charged standard white-label subscription later, that first white-label charge has its own 21-day period starting at the later of payment and availability of the purchased white-label entitlement. A refund of that charge cancels the white-label entitlement and does not refund or restart the underlying Connector subscription. White-label renewals and additional applications do not create new initial guarantee periods.

Activating a brand does not make the entire recurring annual white-label fee non-refundable. Separately itemised design, setup, bespoke build or integration work follows Section 10 and the accepted quotation. Where custom work is bundled into a standard subscription without an agreed separate charge, we will not invent a setup deduction after you request an eligible subscription refund.

Dependencies and customer purchases

After the initial period, an unsupported Tally version, missing third-party licence, customer machine problem, local network issue or configuration outside Bizmitra’s responsibility does not automatically qualify for a refund. This does not excuse inaccurate compatibility claims, an expressly agreed integration commitment or a defect in the purchased Bizmitra service.

The party purchasing the Connector subscription is the refund claimant for that subscription. A refund to a developer does not automatically repay the fees its end customers paid for the developer’s own software or services. If an end customer purchased directly from a reseller, the seller and payment rules in Section 13 apply.

4 CRM HRM Workforce and other add ons

Separately purchased subscriptions

Each genuinely distinct, separately charged add-on has its own initial 21-day refund period on your organisation’s first paid purchase of that add-on. The period starts at the later of the successful add-on payment and activation and availability of the purchased add-on. A free add-on trial does not start the paid refund period.

Within that period, you may cancel the add-on and obtain a full refund of its eligible standard subscription fee. This applies when you buy the add-on with ERP and when you add it later to an existing subscription. An add-on refund does not restart, extend or refund an existing ERP or Connector subscription’s own initial period.

For example, if your ERP subscription began three months ago and you now purchase a separately charged Workforce subscription for the first time, the first Workforce charge has a new 21-day window. You can request a refund of that charge within its window; the three-month-old ERP subscription is unaffected.

Adding more employees, CRM users, licences or branches to an existing add-on, changing its edition or renewing it does not create another initial refund period. Renaming or migrating an existing HRM subscription to Workforce without purchasing a genuinely distinct service does not create a new refund period.

Bundled functions and shared orders

A CRM, HRM or Workforce function included within the ERP plan price follows the ERP refund terms in Section 2. There is no separate add-on refund where no separate add-on fee was charged. Where an order includes several separately priced products, we calculate each eligible refund against that product’s actual charge and prepaid term.

If the add-on is billed for a shorter term to align with an existing renewal date, its refund uses the actual fee and term purchased. We do not refund the hypothetical price of a full year that you did not buy.

Cancellation and service failures

Ordinary add-on cancellation after the initial period takes effect at the end of its paid term and stops its next renewal. The underlying ERP and other subscribed products continue, provided their charges are paid and technical dependencies permit. Any dependency that requires another paid product must be disclosed before purchase; we will explain the effect on connected workflows when you cancel.

A qualifying failure confined to an add-on ordinarily results in a remedy for that add-on under Section 7. A wider remedy remains available where the failure materially prevents use of another purchased service or where required by your agreement or law. Consumed messaging, AI processing or other separately charged units follow Section 10.

For CRM, HRM and Workforce, the refund belongs to the organisation that purchased the subscription. Its authorised administrator or billing representative submits the request. Employees and other account users do not independently cancel the employer’s subscription or obtain refunds of fees paid by the employer. Before access ends, export the customer, employee, attendance and payroll records you need under Section 14.

5 Shared rules for the initial refund guarantee

Starting time and request deadline

The relevant product or add-on sections identify which first purchase qualifies. In each case, the 21-day period starts at the later of the time the seller receives the successful payment and the time the purchased standard entitlement is activated and made available.

Submit your request within 21 consecutive periods of 24 hours from that starting time. A request received before the deadline remains timely even if verification or processing finishes later. We will confirm the applicable deadline on request. Where activation has not occurred, you may cancel and receive a refund of the unactivated standard subscription fee; separately ordered work is handled under Section 10.

Refund amount and conditions

You may request a refund because the standard service does not suit your requirements or because you have changed your mind. No technical defect or detailed reason is required. Normal use during the initial period does not reduce the eligible subscription refund.

The guarantee covers eligible standard recurring subscription fees for monthly, quarterly, annual and other prepaid terms. The refund uses the amount actually paid after discounts, together with the applicable tax attributable to the refunded charge. We do not deduct an administration fee or our payment gateway transaction fee. Separately itemised professional services, consumed units and prepaid usage balances are handled under Section 10.

The guarantee applies once per customer organisation for the relevant ERP product, Connector production subscription, distinct separately paid add-on, or first separately paid white-label subscription as described above. Renewal, reactivation, edition changes, changes of billing frequency, extra licences and duplicate accounts do not restart it.

6 Cancellation and renewal

An authorised account administrator or other authorised representative of the subscribing organisation can request cancellation by emailing support@bizmitra.io from the registered administrator or billing email. You may also use an available cancellation control in your account. If you cannot access the account, contact support so we can verify your authority by another reasonable method.

For ordinary cancellation, we stop future renewal and access continues until the end of the paid subscription period. Cancellation by itself does not create a refund after the initial 21-day period. Uninstalling an app, unpairing the Connector, removing a user, disconnecting a company or stopping usage does not cancel the subscription.

Where automatic renewal is enabled, submit cancellation before the renewal charge is processed. A timely request received by support is effective when received, even if our confirmation follows later. We will confirm cancellation and the access end date by email within 48 hours. A charge taken because we failed to implement a timely cancellation will be refunded.

Where renewal is manual, no further subscription is purchased unless you place and pay for the renewal order. A missed payment or expired subscription is handled under the applicable plan terms.

We also provide a seven-calendar-day grace period for an unintended automatic renewal. If you request cancellation within seven calendar days of the renewal charge and have not materially used the renewed service, we will refund that renewal payment. Material use includes creating or editing business records, running production API or sync jobs, submitting payroll or consuming paid usage. Logging in to inspect the charge, contacting support or exporting existing records does not count as material use. This grace period does not limit remedies for an incorrect or unauthorised charge.

Refund cancellation normally ends the refunded paid entitlement when the refund is approved. We will confirm that date and the available export arrangements before closing paid access. Refunds do not remove liabilities for separately supplied, validly

charged services.

7 Refunds after the initial period

After the first 21 days, refunds apply in the following circumstances, subject to any stronger contractual or statutory remedy:

Billing errors: We refund an established duplicate payment, overcharge, unauthorised charge attributable to our billing process, or payment taken after an effective cancellation. Only the incorrect amount is refunded unless the whole charge was incorrect.

Failure to supply: If we cannot supply the purchased standard subscription, we refund the amount paid for the undelivered service. If it was never supplied, this is a full refund of that subscription charge.

Material service failure: A core function purchased as part of your subscription becomes materially unusable because of a failure within Bizmitra’s responsibility, and we cannot restore it or provide a reasonably equivalent workaround within 15 calendar days after receiving enough information to investigate. We will not extend that period without your agreement. You may then terminate the affected service and receive a prorated refund of eligible prepaid fees.

Removal of a material purchased function: We permanently remove a core function available and included when you purchased the service, materially impairing its intended use, and cannot provide a reasonably equivalent alternative. You may cancel the affected service for a prorated refund.

Bizmitra ends the service: We discontinue the affected service or terminate your subscription for reasons unrelated to your material breach. We refund the unused eligible prepaid subscription fees.

Other rights: A refund required by applicable law or expressly provided in your agreement remains available.

For a service-failure request, describe the affected function, when the problem started, and the practical impact. Provide reasonable diagnostic information that you have, and cooperate with investigation. We may offer a repair or workaround, but you do not have to accept a materially inferior service as equivalent. Statutory remedies do not depend on completing our troubleshooting process where the law does not require it.

Brief interruptions, planned maintenance and isolated errors do not automatically entitle you to terminate for a refund. An agreed service-level agreement may provide a separate remedy. We will not count the same payment or service period twice when applying a refund and a service credit, except where mandatory law requires otherwise. These provisions do not replace other remedies you may have for breach of contract.

8 How prorated refunds are calculated

A prorated refund applies only where Section 7, your agreement or mandatory law creates eligibility. It is not an automatic benefit of ordinary early cancellation.

Prorated subscription refund = eligible subscription fees actually paid × refundable calendar days ÷ total calendar days in the prepaid term.

We use the discounted subscription price actually paid, not a higher monthly list price. Applicable taxes are handled as explained in Section 12. For refunds of part of a subscription, we use the actual invoiced or disclosed allocation for the affected product, user licences, companies or module. We will not create a new allocation after purchase solely to reduce the refund.

Refundable days normally run from the confirmed termination date to the end of the prepaid term. For an eligible material service failure, they also include verified earlier days during which the affected service was materially unusable because of that failure, without double counting days. Mere non-use of an available service is not a refundable period. Fractional eligible days are rounded up to the next whole day, and the refund cannot exceed the amount paid for the affected charge.

For example, if you paid INR 12,000 before tax for a 365-day subscription and qualify for a refund of 200 days, the subscription refund is INR 12,000 × 200 ÷ 365 = INR 6,575.34 before the corresponding tax adjustment. The same calculation applies to subscriptions paid in other currencies.

9 Circumstances that do not normally qualify

After the applicable initial or renewal grace period, the following circumstances do not by themselves create refund eligibility:

Changing your mind, switching providers, closing your business, reduced usage or failing to use an available subscription.

Reducing users, branches, connected companies or application requirements during a prepaid term. Reductions ordinarily take effect at the next renewal unless the agreed plan says otherwise.

Selecting a plan that does not include a feature you need, where the plan was accurately described before purchase.

Expecting an unreleased roadmap feature or an integration not included in the purchased service. An expressly agreed delivery commitment remains enforceable.

Problems caused by your internet connection, unsupported hardware, third-party licensing, your configuration or a third party’s independent outage, unless we expressly undertook responsibility or the issue results from our own failure.

A suspension or termination caused by your established material breach, fraud or unlawful use, to the extent permitted by law and the applicable agreement. We will explain the basis; a disputed allegation alone is not a reason to reject an otherwise valid claim.

A price reduction, new promotion or plan change introduced after your purchase.

These exclusions do not remove the 21-day guarantee for eligible subscription fees. They also do not exclude refunds for misrepresentation, defective or undelivered services, billing errors or mandatory legal rights.

10 Setup work customisation and usage charges

Professional and custom services. Implementation, data migration, training, consulting, custom reports, custom development and separately itemised white-label design or build work are separate from standard subscription fees. Their cancellation terms, deliverables and milestones must be disclosed in the accepted quotation or order before work begins.

If you cancel before work starts and before a disclosed non-cancellable cost has been incurred, we refund the unused advance for that work. After work begins, we may retain amounts properly earned for work performed and documented, specifically authorised, non-recoverable external commitments, to the extent permitted by law and the agreed terms. Any unearned balance is refunded unless a clearly disclosed, lawful and expressly accepted provision for that custom order provides otherwise. We provide the calculation and basis for deductions. This does not allow us to retain payment for defective or undelivered work where a refund or other remedy is legally required.

White-label annual charges. Standard recurring annual white-label licence, update, maintenance and support fees are subscription fees under this policy. Activation of branding alone does not make the whole annual subscription non-refundable. A separate design, setup or bespoke build fee follows the professional-services terms above.

Metered usage and third-party charges. Separately charged API overages, AI processing, messaging, SMS, OTP, statutory submission or other metered units already consumed are not refundable merely because the subscription is cancelled. Normal usage included within the standard subscription does not reduce the 21-day subscription refund.

Unused separately purchased usage credits or prepaid balances qualify for a refund if requested within 21 calendar days of their first paid purchase, unless a different rule for a specific balance was clearly disclosed and accepted before purchase. Subsequent top-ups do not restart that initial period. After that period, unused balances are refunded only under an express

commitment, a qualifying failure to supply or mandatory law. Promotional or free credits have no cash refund value.

Independently purchased Tally licences, third-party software, payment service charges or partner services are subject to that supplier’s terms. An exclusion for a third-party charge must have been disclosed before purchase; we will not retrospectively label part of a guaranteed subscription fee as a non-refundable third-party charge.

11 How to request a refund

Email support@bizmitra.io with the subject “Refund request” and your organisation name or invoice number. An available account support form may also be used. You do not need to use a particular wording or complete a sales call to exercise a right under this policy.

Include, where available:

Your organisation name and registered administrator or billing email.

The product, subscription or application concerned, and the invoice or order number.

The payment date, amount, currency and transaction reference or payment receipt.

Whether you want a refund and immediate cancellation, or only to stop future renewal.

For a billing error or service-failure claim, a short explanation and any relevant support ticket, screenshot or error details.

For a partner purchase, the partner name and partner invoice or receipt.

A reason is optional for a request under the initial 21-day guarantee. Missing an invoice number does not invalidate a timely request if we can reasonably identify your purchase. We will ask only for information reasonably necessary to identify the transaction, verify authority, calculate eligibility or complete the refund. Do not send passwords, OTPs, full card details or unrelated customer records.

What happens next

1. Acknowledgement: Within 48 hours of receipt, we confirm the request, issue a reference number and provide a copy or summary of the request as recorded.
2. Verification: We identify the payment, account and seller. We aim to request any necessary missing information within three business days. Your original request date determines whether you met the refund deadline.
3. Decision: For a standard 21-day claim, renewal grace-period claim or billing-error claim, we send a written decision within seven business days of receiving the information reasonably needed to assess it. Approval confirms the amount, calculation, payment route and cancellation date. Rejection explains the reason and how to seek review.
4. Technical claims: A material service-failure claim may require the 15-calendar-day repair period in Section 7. We provide a written outcome within 21 calendar days of the original request where reasonably necessary information has been supplied. If information is missing, we explain what is needed and the status. This does not extend a mandatory complaint or refund deadline.
5. Refund initiation: We initiate an approved refund within three business days of approval and any necessary payment verification. For a complete routine claim, our own decision and initiation should therefore take no more than ten business days. We send the refund reference or bank transfer confirmation once available.
6. Settlement and tracking: Your payment provider completes the credit to your account. If it has not arrived within the indicated settlement period, reply to the same request with its reference number and we will investigate with the payment provider.

Where Indian consumer grievance rules apply, we acknowledge the complaint within 48 hours and redress it within one month of receipt. A shorter or different mandatory local deadline takes priority. Asking for information does not automatically reset a statutory deadline.

12 Payment route currency taxes and timing

Refunds normally go to the original payment method and original payer. Card, UPI, net banking and wallet payments are returned through the original payment provider where supported. Payments made by bank transfer are ordinarily refunded to the verified originating account.

If the original method cannot receive the refund, we will explain the reason and arrange a lawful alternative with the verified payer, normally a bank account belonging to that payer. We do not redirect refunds to an unrelated person’s account. No account credit, replacement service or voucher will be substituted for a cash refund without your agreement, except where the original payment was itself made using a non-cash credit.

We initiate the refund in the original transaction currency where the payment route supports it. If an alternative currency is necessary, we agree the amount and conversion basis with you before initiating it. Banks and card issuers may use exchange rates different from those used for the original payment, so the amount shown in your home currency may differ. We do not guarantee reimbursement of independent currency conversion or bank charges that we did not collect. We bear our own refund administration, gateway and outgoing transfer charges.

After initiation, normal payment gateway refunds commonly take seven to ten business days to appear, depending on the payment method and bank. International transfers or particular payment routes may take longer; we will communicate the expected timing and investigate a delay. This settlement estimate is separate from our processing deadline and does not override a mandatory refund deadline or excuse a failure to initiate payment on time.

A refund includes the corresponding tax amount collected on the refunded charge, subject to legally required adjustments or withholding. We issue a credit note or other required document where applicable. Customers remain responsible for any legally required adjustment to their own GST or VAT input credit. A limitation on our ability to recover tax or gateway fees does not, by itself, reduce your eligible refund.

13 Orders placed through partners and platforms

A partner introduces you but Bizmitra collects payment

Where Drushtant Infoweb Private Limited is the seller on the invoice and receives your payment, request the refund directly from us under this policy. You may copy the referring partner. A referral commission or internal settlement with that partner does not reduce your eligible refund or delay it.

A reseller sells and collects payment

Where a reseller or partner issues its own invoice and receives your payment as the seller, submit your request to that seller and copy support@bizmitra.io. The reseller is responsible for its customer payment and refund, according to the refund terms disclosed and accepted when you purchased and mandatory law.

If your reseller order expressly incorporates this policy, its eligibility rules apply to the covered Bizmitra subscription. Otherwise, our direct-sale guarantee does not automatically replace the reseller’s separately agreed terms. We will help verify the Bizmitra subscription, identify the seller and coordinate any adjustment due between us and the reseller. We cannot promise direct repayment of money collected and held by an independent seller where we have no such payment obligation.

Send the request to the correct seller before the applicable deadline. If you contact us first about an identifiable partner purchase, we will record the original date and help route it; where this policy is incorporated, routing will not cause an

otherwise timely request to become late. A partner’s separately charged implementation, consulting, hardware, training or other service follows its own disclosed terms and applicable law.

Any wholesale credit or refund we issue to a reseller is a settlement with that reseller and is not proof that your retail refund has been paid. The reseller must confirm the customer refund amount, route and status. If the partner is unresponsive, contact us with your invoice and prior correspondence for assistance. This section does not exclude an obligation that Bizmitra itself has undertaken or that applicable law imposes.

App stores and other billing platforms

If an app store, marketplace or merchant of record is the seller or controls the payment and refund, use its prescribed refund process and cancellation controls. Its disclosed purchase terms and mandatory law govern that transaction. We will provide reasonable assistance with subscription verification. The location from which you access Bizmitra does not, by itself, identify who sold or collected payment for your subscription.

14 Access data and integrations after cancellation

For ordinary cancellation, paid access continues until the end of the prepaid term. For a refunded subscription, paid operations end on the confirmed refund cancellation date. We will explain the available export arrangements before ending paid access and apply any agreed contractual or statutory export rights.

Unless different plan terms apply, the Online Terms of Service provide for data export availability for up to 30 days after termination, where technically available and legally permitted. A refund is not a promise of indefinite free access or storage. Export records you need and retain your own copies. Data retention, deletion, backups and legal holds follow the Privacy Notice and Data Processing Addendum.

For Connector cancellations, affected production API access, sync processing and subscription entitlements end on the confirmed date. Cancelling the Connector does not delete data already held in your Tally installation or another independent system. We do not recall transactions already delivered to those systems. Coordinate any affected customer workflows before the service ends.

15 Review payment disputes and contact

If you disagree with a decision or the refund is delayed, reply to your request and ask for review, or email grievance@bizmitra.io, quoting the reference number. We will acknowledge the escalation within 48 hours and explain the review outcome. Applicable complaint deadlines continue to run from the original complaint where required by law.

Please contact us promptly about a billing concern so we can investigate. This does not require you to waive or delay a bank dispute, chargeback, statutory complaint or court remedy. If a payment dispute is already open, tell us so we can coordinate with the payment provider and avoid duplicate repayment. We will not ask you to withdraw a legitimate dispute as a condition of considering your claim.

Support and refund requests: support@bizmitra.io

Escalations: grievance@bizmitra.io

Postal address: Drushtant Infoweb Private Limited, 51, Kailash Complex-A, Near Gundala Gate, Gondal - 360311, Gujarat, India.

16 Policy versions and existing purchases

This version applies to new orders accepted on or after the publication date displayed with it and to later renewals where the applicable terms were properly disclosed before renewal. We will not retrospectively reduce a refund right attached to an existing prepaid purchase. Existing orders remain subject to the terms accepted for those orders unless you expressly agree

to a lawful change.

We may update this policy for future purchases and renewals and will give any notice required by law or your agreement. A policy update does not remove an existing claim or override mandatory legal rights. The applicable Online Terms of Service govern other contractual matters, subject to mandatory local law.

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