

FCPA Refund Policy

At FCPA, we take pride in the services delivered by us and guarantee your satisfaction with our services and support. We constantly improve and strive to deliver the best accounting, financial or secretarial services through the internet. 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 FCPA orders.

Not Satisfied? Let us know!

If you're not satisfied with the service, please send email to zsupport@fcpaispl.com using the email address from which payment was made. In case you forgot the password, use the forgot password option to reset the password.

Select the Engagement, which is not upto your expectations and select Not Satisfied. We will escalate the engagement to the concerned Managers to speed up the process. Please note that while we would be able to control delays on our side, we will be unable to control delays on Government side or deficiencies in documents submitted. Hence, kindly bear with our team as we try our best to complete your engagement to the best of our ability.

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.

Earned Fee & Cancellation 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 government would be applicable. In case of change of service, the cancellation fee would not be applicable.

Hence, all refunds will be subject to a minimum of 20% cancellation fee. Further, if FCPA 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, FCPA shall be liable to refund only upto 80% of the fee paid by the client.

Change of Service

If you want to change the service you ordered for a different one, you can request this change of service within 60 days of purchase. The

purchase price of the original service, less any earned fee and money paid to government entities, such as filing fees or taxes, or to other third parties with deducted and the next service will be launched. In case of change of service, there will be no 20% deduction.

Request Refund

To initiate a refund request, please send email to zsupport@fcpaispl.com along 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.

Penalty or Tax Payment

FCPA and its employees play the role of a corporate service provider. While, it is our responsibility to prepare the necessary filings, it is the clients responsibility to ensure accuracy and correctness. Hence, FCPA will not pay any penalties or taxes on behalf of its clients. Further, FCPA 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 government may reject a trademark application for legal reasons beyond the scope of FCPA service. In some cases, a government backlog or problems with the government platforms (e.g. MCA website, Income Tax website, FSSAI 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

FCPA 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, labor strike, lockout, boycott or similar event beyond our reasonable control, whether foreseen or unforeseen (each a "Force Majeure Event").