

Refund Policy

Effective Date: July 28, 2026

At **InfraDesk**, we are committed to providing reliable IT Service Management (ITSM) solutions and excellent customer support.

1. Subscription Services

InfraDesk offers subscription-based software plans.

2. Eligibility for Refunds

Refunds may be granted for billing errors, duplicate charges, cancellations within 14 days with no substantial use, or unresolved technical issues.

3. Non-Refundable Situations

No refunds for partial periods, renewals not canceled in advance, significant platform use, failure to use the service, or third-party issues.

4. Cancellation

You may cancel anytime. Access continues until the end of the billing period.

5. Refund Processing

Approved refunds are issued to the original payment method within 5–10 business days.

6. Enterprise Agreements

Custom enterprise contracts and professional services follow their own agreement terms.

7. Requesting a Refund

Include your account email, invoice/order number, purchase date, and reason for the request.

8. Policy Updates

InfraDesk may update this policy at any time by publishing the revised version.