REFUND & CANCELLATION POLICY

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Operating through the platform Barkat Capital (www.barkatcapital.com)

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About this Policy

This Refund & Cancellation Policy is issued by Rehan Ahmed Zubairahmed Shaikh, an individual SEBI Registered Research Analyst, operating through the platform Barkat Capital. All refunds, cancellations, and related obligations are the personal responsibility of Rehan Ahmed Zubairahmed Shaikh. Barkat Capital is only a brand/website name and not a separate legal entity.

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1. General Principle

All sales are final. We do not offer refunds for the paid period of services already availed by the client. Complaints or dissatisfaction regarding the quality of services during the paid period shall not entitle the client to any refund or compensation.

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2. Platform Fee & Credits (Non-Refundable)

2.1 ₹100 Platform Fee (Screener Credits)

- **A one-time, non-refundable platform fee of ₹100 is charged when a user purchases screener credits.**
- **In return, the user receives:**
  - **100 screener credits (valid for 365 days)**
- **This is a product purchase — NOT an advisory fee.**
- **If the user subscribes to an advisory service (including after demo):**
  - **The ₹100 is auto-applied as a discount voucher against the subscription fee**
  - **The advisory fee is collected only after KYC and eSign are complete**
- **The ₹100 is non-refundable under all circumstances.**

2.2 Credit System

Credit Type	Quantity	Validity	Refundable?
Free signup credits	100	30 days	✗ No
Subscription/Demo credits	100	365 days	✗ No
Purchased top-up credits	As purchased	365 days	✗ No

- **Credits are non-refundable, non-transferable, and cannot be exchanged for cash.**
- **Expired credits cannot be restored or refunded.**
- **Credit expiry dates are visible on the user dashboard before purchase.**

2.3 Demo — KYC Failure & Non-Subscription

If KYC fails or is rejected:

- **The ₹100 platform fee will NOT be refunded.**
- **The user retains 100 screener credits (365-day validity).**
- **Demo access will NOT be activated.**
- **User may re-attempt KYC after correcting documents.**

If user completes demo but does NOT subscribe:

- **The ₹100 platform fee will NOT be refunded.**
- **The user retains 100 screener credits (365-day validity).**
- **No advisory fee was charged, so no pro-rata refund applies.**
- **User may subscribe at any time later; ₹100 voucher will still be applied.**

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3. Subscription Refund (Pro-Rata)

As per SEBI guidelines, if a client requests cancellation of an active subscription, a refund shall be issued only for the unused portion of the subscription period.

3.1 Calculation Method

Refund = (Unused months ÷ Total months) × Subscription fee
Less: applicable taxes, administrative fees, and charges for services already availed.

3.2 Refund Table

Subscription Duration	Cancellation Timing	Refund Calculation
12 Months	After 3 months	Refund for remaining 9 months (pro-rata)
6 Months	After 2 months	Refund for remaining 4 months (pro-rata)
3 Months	After 1 month	Refund for remaining 2 months (pro-rata)

3.3 Administrative Fee

A flat ₹500 administrative fee will be deducted from all pro-rata refunds.

3.4 Refund Timeline

Approved refunds will be processed within 7–10 working days to the original payment method.

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4. No Refund Scenarios

Refunds will NOT be provided in the following cases:

1. **Services already availed (irrespective of satisfaction or trade outcome)**
2. **Platform fee (₹100) under any circumstance**
3. **Credits (free, subscription, or purchased)**
4. **Expired credits**
5. **KYC failure or rejection**
6. **Change of mind after service activation**
7. **Market losses on recommendations**
8. **Failure to use the service**
9. **Violation of Terms & Conditions (account termination)**
10. **Partial months (refunds calculated on full months only)**
11. **Demo period (free service; no advisory fee charged)**

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5. Cancellation by Us

We reserve the right to terminate a subscription if:

- **The client violates our Terms & Conditions**
- **Fraudulent or illegal activity is detected**
- **Regulatory requirements mandate termination**

In such cases, refund will be calculated on a pro-rata basis for the unused period, less administrative fees.

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6. Market Risk Disclaimer

Investment in securities markets is subject to market risks. Profits and losses incurred due to the use of our recommendations are solely the responsibility of the client. No refund or compensation shall be claimed based on trade outcomes.

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7. How to Request a Refund

1. **Email rehan@barkatcapital.com with subject "Refund Request — [Your User ID]"**
2. **Include: Full name, User ID, subscription details, reason for cancellation**
3. **Our team will acknowledge within 48 hours**
4. **Refund decision will be communicated within 7 working days**
5. **Approved refunds processed within 7–10 working days**

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8. Client Acknowledgement

By subscribing to our services and making payment, the client acknowledges that they have read, understood, and agreed to:

- **This Refund Policy**
- **The Terms & Conditions**
- **The Privacy Policy**
- **The Disclaimer and Disclosure Document**
- **All other terms mentioned on our Website**

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9. Contact

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For unresolved refund disputes:

- **SEBI SCORES: https://scores.sebi.gov.in**

- **SMART ODR: https://smartodr.in**

This Refund Policy is governed by the laws of India. Any disputes shall be subject to the exclusive jurisdiction of courts in Surat, Gujarat.