

Cancellation & Refund Policy for My Ekklesia

Effective Date: 27-11-2024

JOMY DAVID believes in helping its customers as far as possible, and has therefore a liberal cancellation policy. Under this policy:

1. Eligibility for Refunds

We offer refunds only under the following conditions:

- Service disruptions or platform failures that prevent access for more than 72 hours.
- Billing errors resulting in incorrect charges.

2. Refund Request Process

- Submit your request via admin@myeklesia.in within 7 days of the issue.
- Provide details (e.g., payment proof, issue description).

3. Non-Refundable Items

- Monthly subscription fees after 7 days of activation.
- Custom integrations or services.

4. Processing Timeline

Approved refunds are processed within 7-14 business days.