

Refund and Cancellation Policy

Effective Date: 13 June 2026

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This Refund and Cancellation Policy explains how cancellations, refunds, subscription termination, trial expiry, implementation services, training course purchases, add-ons, and payment issues are handled for **NDTDESK**.

NDTDESK is owned and operated by **NKLINE Technology Services Private Limited** (“NDTDESK”, “Company”, “we”, “us”, or “our”).

This policy applies to the NDTDESK website, application, software platform, subscription plans, training services, implementation services, add-ons, and related services.

This policy should be read together with our **Terms of Service, Privacy Policy, and Cookies Policy**.

1. General Refund Position

NDTDESK provides digital software services, training services, certification management tools, examination tools, professional record management tools, implementation services, and related support services.

Unless expressly stated otherwise in writing, all fees paid to NDTDESK are **non-refundable** once access has been provided, service has started, training content has been made available, implementation work has commenced, or add-ons have been activated.

Refunds will be considered only in the limited circumstances described in this policy.

2. Refund Exceptions

A refund, credit, or payment adjustment may be considered only where:

1. NDTDESK is unable to deliver the purchased service due to reasons within our control;
2. The customer was charged incorrectly due to a verified technical or billing error;
3. A duplicate payment was made and verified;
4. The customer was charged after a valid cancellation was confirmed by NDTDESK;
5. A specific refund commitment was expressly agreed in writing by NDTDESK;
6. A refund is required under applicable law.

NDTDESK will not provide refunds merely because the customer changed their mind, did not use the service, used the service partially, delayed internal implementation, failed to provide required information, or decided that the service is no longer required after purchase.

3. Free Trial

NDTDESK may provide free trial access for evaluation purposes.

Unless otherwise agreed in writing:

1. No payment is required for a free trial unless the customer separately selects a paid plan, paid implementation service, training course, or add-on.
2. Trial access may be limited by duration, number of users, number of employees, number of exams, storage, features, or other usage limits.
3. Trial access may expire automatically at the end of the trial period.
4. Trial access may be suspended or cancelled if misuse, false information, unauthorized access, or security risk is suspected.
5. Data entered during the trial will be handled in accordance with the Privacy Policy.

If the customer does not continue after the trial, trial data may be retained for up to **60 days** after trial expiry, unless earlier deletion is requested, subject to legal, security, backup, and technical limitations.

4. Subscription Cancellation

Customers may cancel their subscription by contacting NDTDESK or by using any available cancellation option provided through the platform or payment provider.

Unless otherwise agreed in writing:

1. Cancellation will stop future renewal or future billing.
2. Cancellation does not provide a refund for the current active billing period.
3. The customer may continue to access the paid service until the end of the already-paid subscription period, unless the account is terminated due to misuse, non-payment, breach of Terms, or security reasons.
4. After the subscription period ends, access to paid features may be restricted or disabled.
5. Customer data retention and export after termination will be handled in accordance with the Privacy Policy.

Customers are responsible for requesting data export before the end of the applicable retention period.

5. Subscription Fees

Subscription fees are non-refundable once paid access has been activated.

Refunds are not provided for:

1. Change of mind after purchase;
2. Non-use or limited use of the platform;
3. Failure by the customer to use available features;
4. Internal customer delays;
5. Lack of customer-side approval;
6. Customer failure to configure the platform;
7. Customer failure to provide required data, users, approvals, or documents;
8. Cancellation before the end of the active subscription period;
9. Downgrading from a higher plan to a lower plan after service access has been provided;
10. Customer's decision to discontinue use after subscription activation.

A refund may be considered only if NDTDESK is unable to provide the purchased subscription service due to reasons within our control, or where a refund is required under the limited refund exceptions stated in this policy.

6. Plan Upgrades and Downgrades

Customers may request upgrade or downgrade of their subscription plan, subject to platform availability and applicable commercial terms.

Unless otherwise agreed in writing:

1. Upgrades may require payment of the price difference for the upgraded plan.
2. Downgrades may take effect from the next billing cycle.
3. Downgrades during an active billing period do not result in a refund or credit for the difference in plan price.
4. If downgrade affects users, employee limits, exams, storage, features, or add-ons, the customer is responsible for ensuring usage remains within the new plan limits.

7. Implementation, Onboarding, and Setup Services

NDTDESK may provide paid implementation, onboarding, configuration, data setup, training, migration, consultation, or customer-specific setup services.

Implementation, onboarding, setup, migration, and consultation fees are non-refundable once work has started.

Work is considered started when NDTDESK begins any of the following:

1. Account setup;
2. Customer requirement review;
3. Data review or preparation;
4. Platform configuration;
5. User setup;
6. Training preparation;
7. Migration preparation;
8. Meeting preparation;
9. Consultation;
10. Technical review;
11. Custom workflow review;
12. Any other agreed implementation-related activity.

If the customer delays, pauses, cancels, or does not provide required information after work has started, fees already paid are not refundable.

If NDTDESK is unable to start or deliver the implementation service due to reasons within our control, NDTDESK may provide a refund, credit, or alternative resolution for the undelivered portion of the service.

Implementation services are separate from subscription fees unless expressly included in a written commercial proposal or agreement.

8. Training Course Fees

NDTDESK may provide online training courses, learning materials, videos, quizzes, assessments, certificates of completion, and related educational content.

Training course fees are non-refundable once course access has been activated or made available to the user.

Refunds are not provided for:

1. Change of mind after purchase;
2. Failure to start the course;
3. Partial course completion;
4. Failure to complete the course;

5. Failure to pass an examination;
6. Failure to obtain employer certification;
7. Failure to obtain job, project, or client acceptance;
8. User dissatisfaction after accessing the course content;
9. User's inability to attend or continue due to personal, employment, device, internet, or schedule-related reasons.

A refund may be considered only if NDTDESK is unable to provide access to the purchased course due to reasons within our control and no reasonable alternative access or correction is provided.

Training course completion does not automatically grant NDT certification unless expressly stated in writing.

9. Corporate Training Credits

NDTDESK may provide corporate training credits, course credits, employee training allocations, or similar prepaid training access.

Unless otherwise agreed in writing:

1. Corporate training credits are non-refundable once purchased.
2. Credits may be used only within the applicable validity period.
3. Expired credits are not refundable.
4. Unused credits are not redeemable for cash.
5. Credits may not be transferred outside the customer account unless approved by NDTDESK in writing.
6. Credits may be restricted if the main subscription is cancelled, expired, suspended, or terminated.

10. Add-Ons, Usage-Based Services, and Extra Credits

NDTDESK may offer add-ons such as additional employee packs, additional exam credits, AI proctoring credits, storage upgrades, training credits, dedicated support, custom modules, or other paid features.

Unless otherwise agreed in writing:

1. Add-ons are non-refundable once activated, consumed, allocated, or made available for use.
2. Unused add-ons or credits are not refundable.
3. Credits are not redeemable for cash.

4. Add-ons may expire according to the applicable plan or commercial agreement.
5. Add-ons may be restricted if the main subscription is cancelled, expired, suspended, or terminated.

11. Enterprise and Custom Agreements

Enterprise plans, dedicated hosting, EU-based hosting, on-premise deployment, custom development, integrations, migration, data residency arrangements, dedicated support, or special commercial terms may be governed by a separate written agreement, proposal, quotation, order form, or statement of work.

Where a separate written agreement exists, that agreement will prevail over this policy to the extent of any conflict.

Unless expressly agreed otherwise in writing, enterprise fees, custom development fees, dedicated hosting fees, migration fees, and professional service fees are non-refundable once work has started, access has been provided, or resources have been allocated.

12. Failed, Duplicate, or Incorrect Payments

If a payment fails, the customer may need to retry payment or use an alternative payment method.

If a duplicate payment, incorrect charge, or technical payment error occurs, the customer should contact NDTDESK at:

contact@ndtdesk.app

Where the duplicate or incorrect payment is verified, NDTDESK may issue a refund, credit, or adjustment.

Refunds may be processed through the original payment method where possible.

13. Payment Processor

Payments may be processed through third-party payment service providers such as **Paddle** or other payment providers used by NDTDESK.

Payment processing, payment method storage, tax handling, invoices, fraud checks, and refund processing may be subject to the payment provider's own terms, processing timelines, and policies.

NDTDESK does not intentionally store full credit card or debit card details on its own servers.

14. Refund Processing Time

Approved refunds will be initiated within a reasonable time after approval.

Refund processing time may vary depending on:

1. Payment provider;
2. Bank or card issuer;
3. Payment method;
4. Currency conversion;
5. Tax or invoice requirements;
6. Fraud review or compliance checks.

Refunds may take several business days to appear in the customer's account after processing.

Any bank charges, currency conversion charges, payment gateway charges, or third-party deductions may be subject to the policies of the relevant payment provider or financial institution.

15. No Cancellation Charges

NDTDESK does not impose separate cancellation charges merely for cancelling a subscription.

However, cancellation does not entitle the customer to a refund of fees already paid for an active subscription period, activated service, implementation work already started, consumed or accessed training course, allocated add-on, or used credits.

16. Suspension or Termination for Breach

NDTDESK may suspend or terminate access where there is:

1. Non-payment;
2. Breach of Terms of Service;
3. Misuse of the platform;
4. False, forged, or misleading records;
5. Unauthorized access;
6. Security risk;
7. Fraudulent activity;
8. Violation of applicable law.

If access is suspended or terminated due to breach, misuse, fraud, false records, or security risk, fees already paid will not be refundable, unless required by applicable law.

17. Customer Data After Cancellation

After subscription cancellation or termination, customer data will be handled in accordance with the Privacy Policy.

Unless otherwise agreed in writing:

1. Customer data may be retained for up to **90 days** after subscription termination;
2. Customers may request data export before the end of the retention period;
3. After the retention period, data may be deleted or anonymized;
4. Deleted data may remain in protected backups for a limited period until normal backup rotation is completed;
5. NDTDESK is not responsible for loss of access to data after the retention period has expired.

18. How to Request Cancellation or Refund Review

To request cancellation, refund review, payment correction, or account closure, contact us at:

contact@ndtdesk.app

Please include:

1. Customer name or company name;
2. Registered email address;
3. Invoice number or payment reference, if available;
4. Subscription plan or service purchased;
5. Reason for cancellation or refund review;
6. Any relevant supporting information.

We may request additional information to verify the account, payment, or authorization before processing the request.

Submitting a refund request does not guarantee refund approval.

19. Changes to This Policy

We may update this Refund and Cancellation Policy from time to time to reflect changes in our services, pricing, payment providers, legal requirements, or business operations.

The updated version will be posted on our website with the revised “Last Updated” date.

Continued use of NDTDESK after changes are posted means that users accept the updated policy, unless applicable law requires additional consent.

20. Contact Us

For questions about this Refund and Cancellation Policy, contact us at:

NKLINE Technology Services Private Limited

13/2958-33, Admanathasamy Nagar North,

Pattinamkathan, Ramanathapuram,

Tamil Nadu, India - 623503

Email: contact@ndtdesk.app