

## Refund Policy for Sellence Predictions

This Refund Policy ("Policy") governs the terms under which refunds may be provided by GEOSELLENCE GLOBAL PRIVATE LIMITED (referred to as "Sellence," "we," "us," or "our") for the use of our services. By recharging your wallet on our platform, you agree to the terms outlined in this Policy.

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### 1. No Refunds on Wallet Recharge

All payments made to recharge your Sellence Predictions wallet are **final and non-refundable**. The funds added to your wallet cannot be withdrawn, returned, or exchanged for cash under any circumstances. Your wallet balance may only be used to purchase predictions and other services available on our platform. This policy is standard practice for digital wallet systems.

### 2. Services and Transaction-Based Refunds

A sale is considered final once a prediction has been successfully generated and delivered to you from your account, as the payment for that service has been deducted. As our core service is a pay-per-prediction model, each purchase of a prediction is a final transaction. No refund or exchange is permitted for a prediction that has been executed.

### 3. Exceptions

While we maintain a strict no-refund policy for wallet recharges, a refund may be considered in the following rare circumstances:

- **Technical Failure:** If a payment is successfully charged to your account but a prediction is not delivered due to a technical error or system failure on our end, you may be eligible for a refund. In such cases, the debited amount will be automatically refunded to your Sellence Predictions wallet. You can then use this amount to purchase a new prediction.
- **Incorrect Deduction:** If our system erroneously deducts a payment from your wallet without a corresponding prediction being delivered, you may raise a support request. If, after investigation, we find that money was charged without the service being delivered, we will credit the amount back to your Sellence Predictions wallet.

### 4. User Responsibility

It is your sole responsibility to ensure that you have sufficient funds in your wallet before attempting to purchase a prediction. You are also responsible for all charges that result from your use of the platform and any transactions made from your account. We are not responsible for any purchases made by incorrect user inputs.

### 5. How to Request a Refund (for Exceptions)

If you believe you are eligible for a refund under the exceptions listed above, you must submit a support request with the following information:

- Transaction ID or reference number.
- Date and time of the transaction.

- A clear description of the issue faced.

You can raise a support ticket or contact our customer service team via the contact details provided on our website. Our team will investigate the issue and process the refund to your Sellence Predictions wallet if it is approved, typically within a reasonable timeframe.

## **6. Policy Updates**

We reserve the right to modify or update this Refund Policy at any time without prior notice. Any changes will be posted on our website. Your continued use of the platform after any such amendments implies your acceptance of the new policy.

By recharging your Sellence Predictions wallet, you agree to these terms and acknowledge that the value stored in your wallet shall not be refunded under any circumstances and can only be used for services on our platform.