



EVENTBEEP – PAYMENTS, BILLING & REFUND POLICY (MASTER)

Effective Date (WEF): [30th March, 2025]

Last Updated: [30th December, 2025]

This Payments, Billing & Refund Policy (“Policy”) governs all paid transactions made on EventBeep platforms operated by EventBeep Technoservices Private Limited (“EventBeep”, “we”, “us”, “our”), including but not limited to:

- Beep App (Android / iOS)
- EventBeep Web App
- Beep Learn (programs, courses, workshops)
- Beep Hire (employer / recruiter plans)
- UniBeep (institutional services, if paid)

This Policy forms an integral part of the Terms of Use.

1. Scope of Paid Services

Paid services on EventBeep may include:

- subscriptions or plans
- courses, programs, workshops, bootcamps
- events or paid access passes
- employer / recruiter plans
- add-ons, upgrades, or feature unlocks

Each paid service may have service-specific details, which will be displayed at the time of purchase.

2. Pricing & Taxes

1. All prices are displayed in Indian Rupees (INR) unless stated otherwise.
 2. Prices are inclusive of applicable taxes, including GST, unless specified.
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3. EventBeep reserves the right to:
 - revise pricing at any time;
 - introduce promotional offers, discounts, or coupons.
 4. Pricing changes do not affect completed purchases or active subscriptions unless expressly stated.
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3. Payment Processing

1. Payments are processed through third-party payment gateways (e.g., app stores, payment processors, banks).
 2. EventBeep does not store sensitive payment credentials such as card numbers or CVV.
 3. EventBeep is not responsible for:
 - payment gateway downtime or failures;
 - transaction delays caused by banks or gateways;
 - failed transactions due to incorrect details or insufficient funds.
 4. A transaction is considered complete only after successful confirmation from the payment gateway.
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4. Subscriptions & Auto-Renewals

1. Certain services may be offered on a subscription basis (monthly, quarterly, annual, etc.).
 2. Unless otherwise stated, subscriptions may auto-renew at the end of the billing cycle.
 3. Users are responsible for:
 - reviewing subscription details before purchase;
 - cancelling subscriptions prior to renewal if they do not wish to continue.
 4. Failure to cancel before renewal may result in charges for the next billing cycle.
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5. Cancellation of Paid Services

1. Users may cancel subscriptions or services through:
 - in-app account settings; and/or
 - the relevant payment gateway or app store.
2. Cancellation:
 - stops future billing cycles;
 - does not automatically entitle the user to a refund, unless explicitly stated.
3. Access to paid features may continue until the end of the current billing period.

(Refund rules are governed by Section 6.)

6. Refund Policy (Core Rules)

6.1 General Principle

Unless explicitly stated otherwise at the time of purchase:

All payments made on EventBeep are non-refundable.

This includes, but is not limited to:

- subscriptions
 - course enrollments
 - program fees
 - employer plans
 - event registrations
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6.2 Limited Refund Scenarios (If Applicable)

Refunds may be considered only in the following situations:

- duplicate payment for the same service;
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- payment successfully deducted but service not activated due to a technical error attributable to EventBeep;
- cancellation of a service by EventBeep before commencement.

Any approved refund will be processed to the original payment method within a reasonable timeframe, subject to payment gateway rules.

6.3 No Refunds in the Following Cases

Refunds will not be issued for:

- change of mind after purchase;
- partial usage or non-usage of a service;
- dissatisfaction with outcomes (e.g., no placement, no job, no interview);
- failure to attend a course, session, or event;
- account suspension or termination due to policy violations;
- delays caused by third-party employers, mentors, or institutions.

7. Course, Program & Learning-Specific Clarifications (Beep Learn)

1. Enrollment in courses or programs does not guarantee:
 - placement or employment;
 - salary or role outcomes;
 - completion certificates unless conditions are met.
2. Fees paid for learning programs are non-refundable once access is granted, unless explicitly mentioned otherwise.
3. Course schedules, mentors, content, or formats may change for operational reasons without triggering refunds.

8. Employer / Recruiter Plans (Beep Hire)



1. Fees paid by employers or recruiters are for platform access and tools, not hiring outcomes.
 2. No refunds will be issued for:
 - lack of candidate responses;
 - unsuccessful hires;
 - early termination of hiring needs.
 3. Misuse of the platform may result in suspension without refund.
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9. Institutional / UniBeep Payments

1. Any paid institutional services are governed by:
 - this Policy; and
 - separate commercial agreements, if executed.
 2. In case of conflict, the written agreement shall prevail.
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10. Chargebacks & Payment Disputes

1. Users agree to contact EventBeep before initiating chargebacks or payment disputes.
 2. EventBeep reserves the right to:
 - suspend accounts during dispute resolution;
 - recover chargeback fees where applicable.
 3. Abuse of chargebacks may result in permanent account restriction.
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11. Failed or Incomplete Transactions

1. Failed transactions do not result in service activation.
 2. If an amount is debited but the transaction fails:
 - the payment gateway or bank typically reverses the amount automatically;
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- users may contact EventBeep if reversal does not occur within a reasonable period.
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12. Promotional Offers & Coupons

1. Promotional offers are subject to:
 - specific terms and conditions;
 - validity periods;
 - usage limits.
 2. Offers cannot be combined unless explicitly stated.
 3. Discounts or coupons do not change refund eligibility.
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13. Policy Updates

EventBeep reserves the right to update this Policy at any time. Changes will be effective upon publication on the Platform.

14. Contact

For payment-related queries or issues:

✉ contact@eventbeep.com