

Refund Policy

Effective Date: 3/01/2026

Website: chat.avya.lk

Company: Avya Technologies

1. Introduction

This Refund Policy explains how subscription payments, cancellations, and refund requests are handled for Avya ChatBot and related services provided through chat.avya.lk.

By subscribing to our services, you agree to this Refund Policy.

2. Free Trial

We may offer a **7-day free trial** that allows users to test the chatbot platform in a sandbox environment. During this trial period, users may upload documents, configure chatbot settings, and evaluate platform features.

Unless otherwise stated, the free trial is intended only for evaluation purposes and does not create any entitlement to refunds, credits, or compensation.

3. Subscription Payments

Once a user subscribes to a paid plan, the subscription will be billed on a **recurring monthly basis** starting from the subscription start date, unless otherwise agreed in writing.

All subscription payments must be made in advance for the applicable billing period.

4. No Refunds for Current Billing Period

Unless otherwise required by law or expressly agreed by Avya Technologies in writing:

- Payments made for an active billing period are **non-refundable**
- Partial use or non-use of the service does not qualify for a refund
- Cancellation during a billing period will not result in a full or partial refund for that month

5. Cancellation of Subscription

Users may cancel or unsubscribe from future billing at any time, subject to the applicable subscription terms.

When a subscription is cancelled:

- The cancellation will stop future recurring charges
- Access to paid features may continue until the end of the current paid billing period
- No refund will be issued for the remaining unused portion of that billing cycle unless required by law

6. Failed or Duplicate Payments

If you believe you have been charged incorrectly, charged more than once, or experienced an unauthorized billing issue, you must contact us promptly with the relevant payment details.

We will review such requests and, where appropriate, may issue a correction or refund at our discretion or as required by law.

7. Third-Party Payment Gateways

Payments may be processed by a third-party payment gateway provider. Refund processing times, card reversals, bank delays, or payment method restrictions may depend on the policies and procedures of the relevant payment provider or financial institution.

We are not responsible for delays caused by third-party payment processors, banks, or card issuers.

8. Suspension or Termination

If access to the service is restricted, suspended, or terminated due to a breach of our Terms and Conditions, misuse of the platform, non-payment, or unlawful activity, the user will not be entitled to a refund unless required by law.

9. Exceptional Refunds

Any refund granted outside this Refund Policy will be entirely at the discretion of Avya Technologies and will not create an obligation to provide similar refunds in the future.

10. Contact Us

If you have any questions about this Refund Policy or wish to submit a billing-related request, please contact us at:

Avya Technologies

1, 5 40th Ln, Colombo

Email: info@avya.lk

Phone: +94 74 123 8811