

Refund, Cancellation & Return Policy

Effective Date: September 20, 2026

Website: www.paribhaasha.com

Owned and operated by: ParibhaAsha HeritEdge Lab Private Limited

This Refund, Cancellation & Return Policy sets out the terms governing refunds, cancellations, replacements, returns, exchanges, and service-related complaints in respect of purchases made through the ParibhaAsha website, official payment links, or such other authorised digital channels as may be notified by ParibhaAsha from time to time.

This Policy applies to publications, subscriptions, event registrations, heritage experiences, workshops, cultural products, souvenirs, educational materials, digital content, and other paid offerings made available by ParibhaAsha.

This Policy shall be read together with the Terms and Conditions, the E-book Licensing Policy, and any product-specific, event-specific, or service-specific terms displayed on the relevant page at the time of purchase. In the event of any inconsistency, the specific terms displayed at the point of sale shall prevail to the extent of such inconsistency.

1. General Policy

1.1 All purchases made through the ParibhaAsha website or authorised payment channels shall be governed by the specific terms applicable to the relevant product, event, subscription, or service.

1.2 Refund eligibility, cancellation rights, replacement rights, and return conditions may vary depending on the nature of the offering, the mode of delivery, and any disclosures made at the point of sale.

1.3 Customers are advised to review the product description, event date, service scope, inclusions, exclusions, delivery method, and refund conditions carefully before making a purchase.

1.4 Unless expressly stated otherwise, prices displayed at checkout shall be inclusive of applicable GST.

2. Digital Publications, Downloads, and Online Content

2.1 Digital products, including e-publications, PDFs, downloadable resources, digital publication access, online articles, audio content, learning resources, and other downloadable or online-accessible files, shall generally be non-refundable once:

- access has been granted;
- the file has been delivered;
- the download link has been shared; or
- the digital content has been successfully made available to the customer.

2.2 Refunds may be considered only in limited circumstances, including where:

- payment has been deducted but access has not been provided;

- a duplicate payment has been made for the same transaction;
- the wrong digital product has been delivered due to an error attributable to ParibhaAsha; or
- the file remains technically inaccessible after reasonable support and troubleshooting have been attempted.

2.3 Where a file is corrupted, incomplete, or otherwise technically defective at the time of delivery, the customer shall ordinarily be entitled to a replacement. A technically defective file shall be treated differently from a successfully delivered file in respect of which a refund is later requested for reasons unrelated to delivery defect.

2.4 Where an e-book or digital edition is later withdrawn from active sale, continuity of access for a title already purchased shall be governed by the E-book Licensing Policy, particularly Section 6 thereof.

2.5 E-books and digital editions listed through the ParibhaAsha marketplace, including Assisted Titles produced with ParibhaAsha, shall generally follow the same non-refundable-after-access principle as ParibhaAsha's own digital publications. Errors introduced in the production of an Assisted Title, including proofreading, typesetting, page setup, design, fonts, and images supplied by ParibhaAsha, are the responsibility of ParibhaAsha and are handled under Clause 2.3. Any dispute concerning the seller's conduct, title ownership, or content representations shall first be raised with the relevant seller and may be escalated to ParibhaAsha only where the issue concerns ParibhaAsha's own facilitation, platform operations, or consumer-facing obligations.

2.6 Where a title's listing offers a sample chapter or preview, customers are encouraged to read it before buying. A preview is offered so that a customer can judge the title before purchase, which reduces disputes after access has been granted.

3. Print Publications and Physical Products

3.1 In respect of print publications, books, souvenirs, stationery, educational kits, or other physical products, replacement or refund may be considered where:

- the product received is damaged;
- the wrong product was delivered;
- the product contains a material printing, binding, or manufacturing defect; or
- the package is missing essential items that were part of the confirmed order.

3.2 To be eligible for consideration, the customer must notify ParibhaAsha within forty-eight (48) hours of delivery and provide:

- the order ID;
- clear photographs or videos of the damaged or incorrect product;
- packaging images; and
- a description of the issue.

3.3 The product must remain unused, undamaged by the customer, and retained in original packaging wherever reasonably possible.

3.4 Minor colour variations, handmade variations, minor printing differences, packaging variations, or subjective dissatisfaction with content, appearance, or design shall not ordinarily qualify for return, replacement, or refund.

3.5 Where a return or replacement is approved for a damaged, defective, or wrongly delivered item, the return shipping cost shall be borne by ParibhaAsha.

3.6 Where a return is requested for reasons outside the eligibility criteria stated in this Clause, the return shipping cost shall be borne by the customer, if return is permitted at all.

4. Subscriptions and Patronage Plans

4.1 Subscription and patronage payments may provide access to selected publications, benefits, communications, events, or cultural initiatives, depending on the applicable plan.

4.2 Subscription fees shall generally be non-refundable once the subscription cycle has commenced or the associated benefits have been activated.

4.3 Refunds may be considered in limited cases such as:

- duplicate payment;
- technical error resulting in non-activation of the subscription; or
- incorrect charge arising from platform error.

4.4 Where a subscription includes physical delivery, the customer shall provide accurate shipping details. ParibhaAsha shall not be responsible for failure of delivery caused by an incorrect address, unavailability of the recipient, or non-response by the customer.

5. Event Registrations, Workshops, and Heritage Experiences

5.1 Event, workshop, heritage walk, exhibition, or experience registrations may be subject to separate refund, cancellation, and transfer terms depending on the nature of the event and the disclosures made on the relevant event page.

5.2 Unless otherwise stated on the event page, cancellation by a participant more than seventy-two (72) hours before the event may be eligible for a refund, subject to deduction of payment gateway charges or administrative charges, where applicable.

5.3 Cancellation by a participant within seventy-two (72) hours of the event, non-attendance, or late arrival shall not ordinarily be eligible for a refund.

5.4 Transfer of a ticket or registration may be permitted at ParibhaAsha's discretion, provided the request is made in advance and subject to applicable event-specific conditions.

5.5 Where ParibhaAsha cancels an event, participants may, depending on the circumstances, be offered:

- a full refund;
- transfer to a future date; or
- credit toward another event or service.

5.6 Where an event is rescheduled, participants may either attend on the revised date or request a refund or credit, as communicated in relation to that event.

6. Weather, Permissions, and Force Majeure

6.1 For outdoor experiences, heritage walks, field visits, workshops, public events, or similar activities, scheduling and delivery may be affected by weather conditions, government permissions, venue restrictions, safety concerns, public emergencies, or other circumstances beyond ParibhaAsha's reasonable control.

6.2 In such circumstances, ParibhaAsha may reschedule, modify, relocate, or cancel the relevant event or experience.

6.3 Refunds, credits, or transfers, if any, shall be determined having regard to the specific facts and circumstances of the event and the applicable communication issued by ParibhaAsha.

7. Shipping Delays

7.1 Delivery timelines for physical products are estimates only and may vary due to location, courier performance, public holidays, weather, operational constraints, or other factors.

7.2 Delay in delivery shall not, by itself, entitle a customer to cancellation or refund once the product has been shipped, unless otherwise required by Applicable Law or expressly stated on the product page.

7.3 Where a shipment is lost in transit, ParibhaAsha shall make reasonable efforts to coordinate with the courier partner and may, after verification, provide a replacement or refund as appropriate.

8. Duplicate Payments

8.1 Where a duplicate payment has been made for the same order, the customer shall promptly notify ParibhaAsha with the relevant transaction details.

8.2 Upon verification, the duplicate amount shall be refunded to the original payment method, subject to processing timelines of the relevant bank, card issuer, payment gateway, or financial institution.

9. Refund Processing Timeline

9.1 Approved refunds are ordinarily processed within seven (7) to ten (10) business days from the date of approval.

9.2 The time required for the refund amount to reflect in the customer's bank account, card, UPI, wallet, or other payment instrument may vary depending on the relevant bank, payment gateway, or financial institution.

9.3 All refunds shall be made to the original payment method unless otherwise required by Applicable Law or expressly agreed in writing by ParibhaAsha.

10. Non-Refundable Items

The following shall ordinarily be non-refundable, subject to Applicable Law and any express written exception by ParibhaAsha:

- downloaded or accessed digital products, including e-books and digital editions, once successfully delivered;
- completed subscriptions or activated patronage benefits;
- event no-shows;
- late arrival for time-bound events;
- customised or personalised products;
- used, damaged, or altered products caused by customer handling;
- donations, voluntary contributions, or support payments, unless expressly stated otherwise;
- administrative charges, payment gateway charges, courier charges, and convenience fees, where applicable.

11. How to Request a Refund or Replacement

11.1 To request a refund, cancellation, replacement, return, or related support, the customer shall contact hello@paribhaasha.com with the subject line:

Refund/Replacement Request - [Order ID]

11.2 The request should include:

- full name;
- order ID or payment reference;
- date of purchase;
- product, event, or subscription name;
- reason for the request;
- photographs or videos, where applicable; and
- preferred resolution.

11.3 Incomplete requests may result in delayed processing pending receipt of the necessary information.

12. Grievance Officer

12.1 In accordance with the Consumer Protection (E-Commerce) Rules, 2020, grievances that remain unresolved through standard support may be escalated to ParibhaAsha's designated Grievance Officer as follows:

Name: Customer Support Team, ParibhaAsha HeritEdge Lab Private Limited

Email: hello@paribhaasha.com

12.2 ParibhaAsha shall ordinarily acknowledge such escalation within forty-eight (48) hours and endeavour to resolve the grievance within thirty (30) days of escalation, subject to the nature and complexity of the matter.

13. Consumer Grievances

13.1 Where a concern remains unresolved through ParibhaAsha's support process or grievance mechanism, consumers may avail themselves of the remedies available under Applicable Law, including the National Consumer Helpline and related grievance redressal mechanisms.

14. Governing Law and Jurisdiction

14.1 This Policy shall be governed by and construed in accordance with the laws of India.

14.2 Subject to Applicable Law, disputes arising out of or in connection with this Policy shall be subject to the exclusive jurisdiction of the courts at Bhubaneswar, Odisha.

15. General

15.1 ParibhaAsha reserves the right to amend, update, or replace this Policy from time to time to reflect operational changes, legal requirements, or business considerations.

15.2 The version of the Policy in force at the time of purchase shall apply to that transaction unless a later change is expressly made applicable by ParibhaAsha.

15.3 In this Policy, "Applicable Law" means all statutes, rules, regulations, notifications, directions, and orders in force in India from time to time, including the Consumer Protection Act, 2019 and the Consumer Protection (E-Commerce) Rules, 2020.

16. Seller Royalty and Fees

16.1 Where a sale of a marketplace title is refunded under this Policy, the seller's Royalty on that sale is reversed, together with any tax deducted at source on it, as set out in the Author & Publisher Publishing and Distribution Agreement.

16.2 A seller's Onboarding Fee is refunded in accordance with Clause 5.2 of the Author & Publisher Publishing and Distribution Agreement, that is, in full, with its GST, if ParibhaAsha declines the application after review.

17. Contact

ParibhaAsha HeritEdge Lab Private Limited

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Website: www.paribhaasha.com

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