

Starcore — Refund & Cancellation Policy

Provider: Zerotime Solutions LLP **Service:** Starcore Workforce Management System ("Starcore", the "Service") **Last updated:** 24 June 2026

This Policy forms part of the Starcore **Terms of Service** (<https://starcore.live/terms>) and should be read with it. All amounts are in Indian Rupees (INR) unless stated otherwise.

1. Overview

Starcore is offered on an **advance-paid** basis. This Policy explains when you can cancel, and when a refund is and isn't available. It applies to all paid Subscriptions purchased directly from Zerotime Solutions LLP (whether self-serve or via an Order Form).

2. Free Tier & Intro Period

The **Intro Period** (free month) and the **Free Tier** (up to 5 users) carry no charge. As no payment is made, no refund applies to them. You can stop using these at any time.

3. 7-Day Cooling-Off Refund

3.1 For any **paid Subscription payment** — whether a new purchase or an auto-renewal — you may request a **full refund within 7 (seven) calendar days** of the date that payment is charged.

3.2 To request a cooling-off refund, email support@starcore.space from your registered email within the 7-day window, stating your account/organisation name and the payment reference.

3.3 On a valid cooling-off refund, your paid Subscription ends and access to paid features stops once the refund is processed. You may continue on the Free Tier if eligible.

4. After the Cooling-Off Window

4.1 After 7 days from a payment, that payment is **non-refundable**. Because Subscriptions are paid in advance for a fixed term (six-month or annual), we do not provide refunds — full or partial — for: - cancellations made after the cooling-off window; - unused time remaining in a Subscription Term; - unused or reduced user seats, downgrades, or reduced usage; - change of mind; or - failure to use the Service.

4.2 **Cancellation (no refund).** You may cancel at any time via account settings or by emailing support@starcore.space. Cancellation stops the next auto-renewal. Your access to paid features continues until the end of the Subscription Term already paid for; it is not refunded for the remaining period.

5. Renewals

5.1 Paid Subscriptions auto-renew as described in the Terms of Service. We send a **pre-renewal notice** before each renewal.

5.2 To avoid a renewal charge, cancel **before** the renewal date. If you are charged for a renewal, the 7-day cooling-off refund in Clause 3 still applies.

6. Exceptions & Special Cases

6.1 **Service unavailability.** If the Service is materially unavailable due to a confirmed fault on our side and not remedied within a reasonable time, and any Service Level Agreement applies, your remedy is as set out in that SLA (e.g., service credits) rather than a cash refund, unless we agree otherwise in writing.

6.2 **Duplicate or erroneous charges.** Genuine duplicate or incorrect charges will be refunded in full once verified, regardless of the cooling-off window.

6.3 **Termination for breach.** If we suspend or terminate your account for breach of the Terms or the Acceptable Use Policy (<https://starcore.live/acceptable-use>), fees already paid are **not refundable**.

6.4 **Statutory rights.** Nothing in this Policy limits any rights you have under applicable Indian law that cannot be excluded, including the Consumer Protection Act, 2019 where it applies.

7. How Refunds Are Processed

7.1 Approved refunds are made to the **original payment method**: - **Razorpay (card/UPI/netbanking)**: refunded to the original source; typically credited within **5–7 business days** after we initiate it, subject to your bank/provider. - **Bank transfer**: refunded to the originating bank account on receipt of any details required for the transfer.

7.2 We aim to process approved refunds within **7 business days** of approval.

7.3 **Taxes.** Where GST was charged, refunds are handled in accordance with applicable tax law, and any GST adjustment will follow the prescribed process.

8. Before You Raise a Dispute

If you believe you're owed a refund or were charged incorrectly, please contact **support@starcore.space** first — we'll usually resolve it quickly. Raising a bank chargeback before contacting us can delay resolution and may lead to account suspension while the dispute is reviewed.

9. Contact

Zerotime Solutions LLP Support: support@starcore.space General queries: hello@starcore.live Registered office: 232, Iscon Emporio, Besides Star Bazaar, Near Jodhpur Cross Road, Satellite, Ahmedabad, Gujarat 380015, India