

# Refund Policy – LetsChat

**Effective Date:** 28 April 2024

## 1. Introduction

LetsChat is a digital communication and entertainment platform operated by Secure Technology and Entertainment Private Limited. This Refund Policy explains the conditions under which refunds may be processed for payments made on the LetsChat platform.

## 2. Purchases on the Platform

Users may purchase virtual coins or digital services within the LetsChat application through secure payment methods provided by authorized payment gateway partners.

## 3. Non-Refundable Purchases

Once virtual coins are successfully purchased and credited to a user's account, the purchase is generally **non-refundable**. Virtual coins are intended only for use within the LetsChat platform and cannot be exchanged for cash or transferred outside the application.

## 4. Eligible Refund Cases

Refund requests may be considered in the following situations:

- Duplicate payment made by the user
- Technical error during the payment transaction
- Payment deducted but coins or service not credited to the user account

## 5. Refund Request Process

If a user believes they are eligible for a refund, they must contact our support team within **7 days** of the transaction date. The request should include transaction details such as payment date, amount, and transaction ID.

## 6. Refund Processing Time

Approved refunds will be processed to the original payment method within **5–7 business days**. The exact time for funds to appear in the user's account may depend on the payment provider or bank.

## 7. Contact Information

**Company:** Secure Technology and Entertainment Private Limited

**Email:** support@letschatpro.in

**Phone:** +91 9304599843

**Address:** 2nd Floor, Dalsinghsarai, Samastipur, Bihar – 848114, India