



2 REFUND & CANCELLATION POLICY

Forex Green Energy Pvt. Ltd. – Refund & Cancellation Policy

Last Updated: 01/11/2025

1. General Policy

We believe in transparent and fair practices. However, due to the custom nature of solar EPC projects, cancellations and refunds must follow the below terms.

2. Order Confirmation

A project is confirmed only after:

- Receipt of advance payment, and
- Written confirmation (email/PO/agreement).

Once confirmed, procurement and site preparation begin immediately.

3. Cancellation Before Material Procurement

If a customer wishes to cancel **before** material procurement, written notice must be sent to the company.

- **Processing Fee:** 10% of project value or actual administrative cost (whichever is higher) will be deducted.
 - Remaining balance will be refunded within **30 working days** through the original mode of payment.
-

4. Cancellation After Material Procurement / Dispatch

Once material procurement, delivery, or fabrication has begun, the order becomes **non-cancellable and non-refundable**.

In such cases, only **deferred installation or project postponement** may be considered, subject to storage and handling charges.

5. Refund Eligibility

Refunds (if applicable) are issued only for:

- Duplicate or erroneous transactions made online
 - Overpayment against invoice after reconciliation
-

6. Force Majeure

In cases of natural disasters, government restrictions, or uncontrollable delays, both parties may mutually reschedule project timelines. Refunds are not applicable under such conditions.

7. Dispute Resolution

All disputes related to cancellation or refund shall be governed under the **laws of India** with jurisdiction at **Ahmedabad, Gujarat.**