

# CANCELLATION, TERMINATION AND REFUND POLICY

## MITCON's EMARKET PORTAL

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### **Customer Cancellation:**

- If you cancel or terminate the order after receiving the order confirmation and once work has commenced, you will not be entitled to any refund. All payments made are non-refundable.
- If you use our services and then decide to terminate or cancel the order during execution, you will be required to pay for any expenses incurred up until that point. Your advance payment will be adjusted against the work completed, and any outstanding balance must be paid within 7 working days from the receipt of the charges notification from MITCON.

### **Cancellation by MITCON:**

- While MITCON strives to avoid cancellations, we reserve the right to cancel or terminate the work if it becomes unfeasible or if execution of the order is not possible due to unforeseen circumstances or conditions that fall outside the terms of the agreement.
- In the event that MITCON cancels the order, you will be liable to pay for the work completed up until that point.