

Refund & Cancellation Policy

Effective Date: 1-08-2025

Company: Gravity Power Solution

Gravity Power Solution, we maintain a customer-friendly and transparent cancellation process, aligned with our **auto-debit billing system** for inverter and UPS rentals.

Cancellations Before Equipment Delivery

- Clients can cancel their rental booking **before equipment dispatch**.
 - In such cases, a **full refund** will be processed within **7 working days**.
 - If the equipment is already dispatched or installed, the first month's rental is **non-refundable**.
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Return After Delivery (Early Closure)


If you return the product before your rental tenure ends, an early closure fee will be charged.

The early closure fee will be equivalent to 3 month's rent for that product.

In case you have paid advance rent for a product, you will not be eligible for a refund if your return early.

Cancellations After Rental Period Ends

- Every rental is activated for a fixed period (e.g., 3,6,12, months, etc.).
- Once the rental period is **completed**, clients may:
 - Choose to **continue with the same equipment**
 - Or request **pickup and termination of service**

 To avoid **auto-debit for the next period**, clients must notify us **at least 2 weeks before the next payment due date**.

- If no cancellation notice is received, the rental will **automatically renew**, and auto-debit will proceed as scheduled.
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Auto-Debit Cycle – UPI/NACH/Card

- All rentals are billed in advance using auto-debit through:
 - UPI (Google Pay, PhonePe, etc.)
 - Bank Mandate (eNACH)
 - Debit/Credit Card (if enabled)
 - **Cancellations after auto-debit** will be applied **from the next billing cycle**.
 - No refunds are applicable for the ongoing billing month.
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How to Cancel After Rental Completion



- Simply inform us via:
 - Email: info@gravityups.in
 - WhatsApp/Call: +91 9741952744 / 9071615552 / 9019578587/ 080 3572 4073
 - Our team will:
 - Deactivate auto-debit
 - Schedule equipment return
 - Close your account with a final acknowledgment
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Refunds (If Applicable)

- Pre-delivery cancellations or duplicate payments (if any) will be refunded to the original payment method within **7 business days**.

Signature:

Gravity Power Solution

 info@gravityups.in |  +91 9071615552 / 080 3572 4073

 <https://gravitypowersolution.com>

