



# Cakrawala Refund Policy

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This Refund Policy outlines the terms and conditions for refunds on products purchased through the Cakrawala Marketplace and, Interview AI, and other products, features, apps, services, and technologies we offer, except where we expressly state that separate terms (and not these) apply.

## 1. Cakrawala Marketplace Refund Policy

Cakrawala acts as a facilitator of transactions between Creators and Consumers. As such, we facilitate in handling refunds for purchases made on our platform. The financial responsibility of refunds lies upon creators of the products and based on the request from Consumers, Cakrawala will facilitate the refund from Creator's balance to Consumer's balance, according to Refund Policy in Cakrawala Marketplace General Policy and Eligibility (point 1.1).

### 1.1 General Policy and Eligibility

#### 1.1.1 Refund Consideration

Cakrawala, at its sole and absolute discretion, may consider refunds (partial or full) of the Retail Price of Digital Products purchased using the Platform. All refund requests are subject to evaluation on a case-by-case basis.

#### 1.1.2 Time Limit

Refund requests must be submitted within 7 days from the time of the Buyer's purchase.

#### 1.1.3 Reasons for Refund

Cakrawala may allow refunds for any of the following reasons:

- A. The Digital Products violate the Cakrawala Terms of Service, specifically points 4.2 and 4.4.



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- B. The transaction for Digital Products is proven to be fraudulent or unauthorized.
- C. To comply with applicable industry regulations, contractual requirements (e.g., credit card industry, payment gateway partners, and other payment partners), applicable laws and regulations, and/or requests from law enforcement or judicial bodies.
- D. The digital product is not as described in the product listing.
- E. The digital product contains significant errors or is non-functional.
- F. The digital product is incompatible with the specified systems or software.
- G. Any other reason deemed appropriate by Cakrawala.

## 1.1.4 No Refund Scenarios

Refunds will generally not be issued in the following cases:

- A. The Consumer has downloaded, accessed, or used a significant portion of the digital product.
- B. The Consumer no longer needs or wants the product.
- C. The Consumer failed to read the product description or system requirements before purchasing.

## 1.1.5 Final Decision

Cakrawala reserves the right to make the final decision on all refund requests, including the refund amount and method of refund.

## 1.1.6 Prohibition of Resale after Refund

Consumers who receive a refund must delete all copies of the digital product and are prohibited from using or reselling the product after the refund is issued.



# Cakrawala Refund Policy

## 1.2 Refund Process

### 1.2.1 Refund Request Submission

To initiate a refund request, the Buyer must submit a formal application via email to [support@cakrawala.ai](mailto:support@cakrawala.ai). The application shall include:

- A. A detailed explanation of the circumstances necessitating the refund request
- B. Any relevant supporting documentation or evidence substantiating the claim
- C. The order number or transaction ID associated with the purchase
- D. The date of purchase and the amount paid

Cakrawala reserves the right to request additional information or documentation as deemed necessary to process the refund request.

### 1.2.2 Evaluation

Cakrawala will evaluate each refund request based on the reasons outlined in Section 1.2 and any other relevant factors.

### 1.2.3 Refund Amount

Once a refund request is approved, the refund value will be deducted from the Creator's wallet and transferred to the Consumer's wallet. Due to the nature of Digital Products, when a Consumer requests a refund for a Digital Product, the Consumer may retain a copy of the Digital Product and, in many cases, may have already received the benefit of the Digital Product before the refund request. In such cases, Cakrawala, at its sole and absolute discretion, may issue a refund of less than the full Retail Price of the Digital Goods.

### 1.2.4 Refund Timeframe

Once initiated, refunds may take 5-10 business days to be reflected in the Consumer's account, depending on the payment method and financial institution.



# Cakrawala Refund Policy

## 1.3 Cakrawala's Role in Disputes

### 1.3.1 Initiation of Mediation

In the event of dissatisfaction with the outcome of a refund request, both Creators and Consumers retain the right to escalate their concerns to Cakrawala for further review.

Both Creators and Consumers could reach out to Cakrawala to raise their concerns regarding dissatisfaction of the refunds. Cakrawala will help with mediation as deemed necessary. If the Consumer and Creator cannot reach an agreement, either party may contact Cakrawala Support for mediation.

### 1.3.2 Mediation Process

Cakrawala shall, at its discretion, facilitate mediation between the parties as deemed necessary. In circumstances where the Consumer and Creator are unable to reach a mutually satisfactory agreement, either party may formally request Cakrawala's intervention for mediation purposes.

### 1.3.3 Final Decision in Mediation

Following the mediation process, Cakrawala reserves the right to make a final, binding decision regarding the refund request. This decision shall be based on a comprehensive review of all available evidence and the arguments presented by both parties.

### 1.3.4 Actions on Violations

Cakrawala may take actions against accounts that demonstrate a pattern of behavior that violates our Terms of Service, including frequent refund requests or denials.



# Cakrawala Refund Policy

## 2. Interview AI Refund Policy

Cakrawala acts as a service provider to the consumers. As such, we handle refunds directly for purchases made on our platform. Refund requests on Interview AI should be directed to Cakrawala.

### 2.1 General Policy and Eligibility

#### 2.1.1 Refunds Consideration

Cakrawala, at its sole and absolute discretion, may consider refunds of interview products that Buyer purchased on the platform. All refund requests are subject to evaluation on a case-by-case basis.

#### 2.1.2 Time Limit

Refunds requests must be submitted within 7 days from the time of the Buyer's purchase.

#### 2.1.3 Reasons for Exchange

Cakrawala may allow refunds for any of the following reasons:

- A. To comply with applicable industry regulations, contractual requirements (e.g., credit card industry, payment gateway partners, and other payment partners), applicable laws and regulations, and/or requests from law enforcement or judicial bodies.
- B. The interview product is not as described in the product listing.
- C. The interview product contains significant errors or is non-functional.
- D. The interview product is incompatible with the specified systems or software.
- E. Any other reason deemed appropriate by Cakrawala.



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## 1.1.4 No Refunds Scenarios

Exchanges will generally not be issued in the following cases:

- A. The Consumer has accessed or used a significant portion of the interview product.
- B. The Consumer no longer needs or wants the product.
- C. The Consumer failed to read the product description or system requirements before purchasing.

## 1.1.5 Refunds Method

The Buyers will receive compensation for eligible refunds in form of an exchange for a complimentary interview product of equivalent value.

## 1.1.6 Final Decision

Cakrawala reserves the right to make the final decision on all exchange requests, including the method of refunds and refund amounts.

## 2.2 Refund Process

### 2.2.1 Refund Request Submission

To initiate a refund request, the Buyer must submit a formal application via email to [support@cakrawala.ai](mailto:support@cakrawala.ai). The application shall include:

- E. A detailed explanation of the circumstances necessitating the refund request
- F. Any relevant supporting documentation or evidence substantiating the claim
- G. The order number or transaction ID associated with the purchase
- H. The date of purchase and the amount paid
- I. The title of complimentary interview product of equivalent value that the Buyer wants to redeem



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Cakrawala reserves the right to request additional information or documentation as deemed necessary to process the refund request.

## 2.2.2 Evaluation

Cakrawala will evaluate each refund request based on the reasons outlined in Section 2.1.3 and any other relevant factors.

## 2.2.3 Refunds

Upon approval of a refund request, a complimentary interview product shall be made available for access through the Purchaser's personal account on the Platform within a reasonable timeframe, not to exceed five (5) business days from the date of refund approval.

## 2.2.4 Refund Timeframe

Once initiated, refunds may take 5 business days to be reflected in the Consumer's account, depending on the payment method and financial institution.

## 3. Limitations on Cakrawala's Liability

Cakrawala is not responsible for any losses or errors related to payments or refunds, including those caused by network failures or issues with the payment processor.

## 4. Fraudulent Refund Requests

Consumers are prohibited from making fraudulent refund requests or attempting to abuse the refund system.



# Cakrawala Refund Policy

## 5. Changes to Refund Policy

Cakrawala reserves the right to modify this Refund Policy at any time. Changes will be effective immediately upon posting to our website. Your continued use of our Services after any changes to this policy constitutes your acceptance of such changes.

## 6. Contact Us

If you have any questions about this Refund Policy or need to request mediation for a refund dispute, please contact us at [support@cakrawala.ai](mailto:support@cakrawala.ai).