

REFUND POLICY

1. Thanks for subscribing our services at e-ADR Legal Solution operated by RK e-ADR Federation. We offer a money back guarantee (after deduction of the below stated expenses) for all activities made on our website if, the services availed are interrupted due to any technical error and the service provider is not able to get in touch with the customer/user due to the said technical error. It is made clear that the platform doesn't take any responsibility to refund the fees which is being paid/ to be paid for any legal advice being provided / to be provided by the Dispute Resolution Professionals (DRPs) and other Service providers like Advocate.
2. Administrative Fees as well as Professional Fees are non-refundable as it is paid on getting convinced over the fact that the opposite party is willing to participate in the Arbitration/Mediation/Conciliation process. Unless such event occurs, there is no need to pay the aforementioned fees. Hence there is no question raises to the effect of cancellation so far the Claimants/Petitioners and Respondents are there to participate in the online dispute resolution processes.
3. Registration Fees are non-refundable as it is paid for availing the services of RK e-ADR Federation. Registration Fees is the fees for registering the matter with RK e-ADR Federation and party has to pay once decide to avail the services of Federation.
4. Cost paid by the parties to the Federation for rendering any additional services as specified under Rule 41, 64 and 81 of Rules and Regulations of RK e-ADR Federation i.e. the Cost of Arbitration, Mediation and Conciliation, are non-refundable as those requests are made by parties only.
5. No refund for Arbitrator/Mediator/Conciliator's Fees and Expenses will be made if Arbitrator/Mediator/Conciliator has been appointed.
6. Deposit submits by the parties to the Federation as specified in Rules, if exceeds the Costs, the excess will be reimbursed to the parties in the proportions in which they have contributed to the Costs, or in such other proportions as the parties have agreed in writing.