

Cancellation & Refund Policy

Last updated: 09 June 2025

Welcome to Tee Time Rules (TTR) – The Rules of Golf Query Platform ("Tee Time Rules", "TTR", "we", "us", or "our"). We believe in helping our customers as much as possible and have a liberal cancellation and refund policy.

1. Cancellation Policy

Monthly Plan

- You may cancel your monthly subscription at any time from your account settings or by contacting us at [support@teetimerules.com].
- Cancellations made within **7 days** of the billing date may be eligible for a refund under certain conditions (see Section 2: Refund Policy).
- After 7 days, cancellation will stop future billing, but the current billing cycle will continue until the end of the month and will not be refunded.

Yearly Plan

- You may cancel your yearly subscription within **30 days** of the purchase date to be eligible for a refund (see Section 2: Refund Policy).
- After 30 days, cancellations will stop the auto-renewal for the following year, but the current year's subscription fee is non-refundable, except in cases of non-provision of service attributable to TTR.

2. Refund Policy

Monthly Plan

- Refunds may be granted if:
 - The cancellation is requested within 7 days of the billing date, and
 - You experience service issues or believe the service did not meet reasonable expectations.
- All refund requests are subject to review by our Customer Service Team and may be denied if the service was substantially used or the issue reported is not attributable to TTR.

Yearly Plan

- A full or prorated refund may be granted if:
 - The request is made within 30 days of the subscription start date, and
 - There is a valid concern about service delivery or satisfaction.

- No refunds will be issued after 30 days unless the service is delivered as promised due to a failure on TTR's part.
- Refunds may be prorated based on the unused portion of the subscription, at TTR's sole discretion.

3. Processing Time

- Once a refund/cancellation request is received, it will typically take 4–7 business days for the refund/cancellation to be processed. Any amount refunded will be credited to the original payment method.
- The actual time it takes for the credit to appear in your account may vary depending on your bank or card issuer.

4. Non-Refundable Circumstances

Refunds will generally not be provided under the following conditions:

- The service has been substantially utilized.
- Cancellation requests are made after the eligible refund windows outlined above.
- Services purchased under explicitly non-refundable promotions or packages.
- TTR reserves the right to determine whether a refund is applicable based on usage logs and customer history.

5. Auto-Renewal Notice

- All subscriptions (monthly and yearly) will automatically renew at the end of their billing cycle unless cancelled in advance. Renewal charges are subject to the same cancellation and refund terms as the original purchase.

6. How to Request a Refund

All refund requests must be made by contacting our Customer Service team, please contact us at [support@teetimerules.com]. Please provide your order/subscription details, email address, WhatsApp Number, and a clear reason for the refund request to help us process it efficiently.

7. Business Entity

Tee Time Rules (TTR) is operated by Saurav Ghosh (GSTIN - 20APBPG1622A1Z5), a GST - registered business entity in India.

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Note: This policy is subject to change without prior notice. Please review it periodically.