

Onboarding Process:

To initiate the onboarding process, we have outlined the following steps:

- **Initial Consultation:** We schedule a meeting to understand clients specific requirements and challenges , which is chargeable.
- **Proposal Submission:** Following the consultation, we provide a detailed proposal outlining our recommended approach, timeline, and associated costs.
- **Agreement Execution:** Upon client's approval of the proposal, we proceed to formalize partnership through the execution of a service agreement.
- **Kick-off Meeting:** We organize a kick-off meeting to introduce key team members, discuss project milestones, and address any outstanding queries.

Refund Policy:

We are committed to providing high-quality services to our clients. This refund policy outlines the terms and conditions under which refunds may be issued.

1. Scope of Refund Policy:

This refund policy applies to all services provided by EDCI

2. Refund Eligibility:

Refunds will be considered under the following circumstances:

a. Cancellation of Services:

- A client may request a refund if they decide to cancel the services before the commencement of the advisory or consultancy work. The refund amount will be determined based on the services that were not provided.

b. Non-Delivery of Agreed-upon Services:

- If EDCI fails to deliver the agreed-upon services within the specified timeframe, the client may be eligible for a refund.

3. Refund Request Procedure:

To initiate a refund request, clients must:

- a.** Submit a written request to EDCI within 7 days of the occurrence of the event that qualifies for a refund.
- b.** Clearly state the reasons for the refund request, providing any relevant documentation or evidence.

4. Refund Review Process:

Upon receiving a refund request, [Your Advisory and Consultancy Firm Name] will:

- a.** Review the circumstances surrounding the refund request.
- b.** Communicate with the client to gather additional information if necessary.
- c.** Make a determination on the eligibility of the refund.

5. Refund Resolution:

Depending on the outcome of the review process, EDCI will:

- a.** Issue a full or partial refund to the client within 15 days if the request is approved.
- b.** Communicate the decision to the client in writing, explaining the basis for the decision.

6. Non-Refundable Fees:

Certain fees, such as initial consultation fees or assessment fees, may be non-refundable. These will be clearly communicated to the client before the commencement of services.

7. Contact Information:

For refund requests or further inquiries, please contact EDCI at 514/M5 Diamond Heritage Building, 16, Strand Road, Kolkata-700001 or +91 9051609024.

8. Amendments to the Refund Policy:

EDCI reserves the right to amend this refund policy at any time. Any changes will be communicated to clients in writing.