

# **MIND RAIN**

## **REFUND & CANCELLATION POLICY – MINDRAIN.ORG**

### **1. Introduction**

This Refund & Cancellation Policy outlines the terms under which payments made on mindrain.org ("Platform") are processed, refunded, or canceled. By registering for any paid competition or service, you agree to this policy.

### **2. Nature of Services**

Mind Rain provides digital services including:

- Competition registrations
- Access to events, submissions, and evaluations

All purchases are considered digital service transactions.

### **3. Cancellation Policy**

- No cancellation is allowed due to change of mind under any circumstances.
- No cancellation will be permitted if incorrect or incomplete information is provided during registration.
- However, users may request correction of submitted information by contacting [support@mindrain.org](mailto:support@mindrain.org).
- Cancellation requests (if applicable under specific competition rules) must be submitted via email to [support@mindrain.org](mailto:support@mindrain.org) before the official submission deadline.

### **4. Refund Eligibility**

- All payments made on the platform are strictly non-refundable and non-transferable.
- No refund requests will be entertained except in cases where Mind Rain cancels a competition (refer Section 6).
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### **5. Non-Refundable Cases**

Refunds will not be issued in the following situations:

- Change of mind after successful registration
- Submission of incorrect or incomplete information
- After submission of any entry
- After the competition deadline has passed
- If the user is disqualified due to rule violations
- Any request that does not comply with this policy

### **6. Platform-Initiated Cancellation**

If Mind Rain cancels a competition due to unforeseen circumstances:

- Users will be eligible for a full refund OR
- Option to transfer registration to another competition

### **7. Payment Failures & Duplicate Transactions**

- In case of failed transactions where money is deducted, users must report within 48 hours
- Duplicate payments will be refunded after verification

### **8. Refund Processing Time**

- Approved refunds will be processed within 7–10 business days
- Refunds will be credited to the original payment method

### **9. Chargebacks & Disputes**

- Users are encouraged to contact Mind Rain before initiating chargebacks
- Unauthorized chargebacks may result in account suspension

### **10. Limitation of Liability**

Mind Rain is not responsible for:

- Bank/payment gateway delays
- Incorrect payment details provided by the user

### **11. Policy Updates**

We reserve the right to update this policy at any time. Continued use of the platform implies acceptance of changes.

### **12. Contact Information**

For refund-related queries:

Email: [support@mindrain.org](mailto:support@mindrain.org)



Since 2016  
**MIND RAIN**