

Refund Policy

1. Vehicle Tracking Device

Once a GPS/vehicle tracking device has been installed and activated in the customer's vehicle, the device cost and installation charges are generally non-refundable, except where the device is found to be defective and is covered under the Company's applicable warranty policy.

If a device is returned and approved for refund, it must be returned in its original condition along with applicable accessories.

2. Subscription / Tracking Service

Subscription charges are payable in advance for the selected service period.

Once the tracking service has been activated, the subscription fee for the period already used is non-refundable.

If the customer cancels a subscription before the end of the prepaid period, any eligible refund will be calculated after deducting:

- Services already provided or used;
- Installation and activation charges, where applicable;
- SIM/data or communication charges, where applicable;
- Device or equipment charges, where applicable; and
- Any other charges specifically agreed upon at the time of purchase.

3. Cancellation Before Activation

If the customer requests cancellation before installation or activation of the service, the Company may process a refund after deducting any actual costs already incurred, if applicable.

The cancellation request must be submitted in writing through the Company's registered email address, customer portal, or other officially accepted communication channel.

4. Defective GPS Device

If the GPS tracking device is found to have a manufacturing defect during the applicable warranty period, the Company may, at its discretion and in accordance with the warranty terms:

Repair the device;
Replace the device; or
Provide another appropriate remedy.

A refund will normally be considered only where repair or replacement is not reasonably possible.

Damage caused by improper installation, unauthorized modification, accident, water damage, electrical issues, tampering, physical damage, or misuse may not qualify for a refund or warranty replacement.

5. Service Interruption

Temporary interruption caused by mobile network failure, GPS limitations, internet outages, SIM/network issues, power failure, government restrictions, natural disasters, or other circumstances beyond the Company's reasonable control will not automatically qualify for a refund.

Where the interruption is caused by a confirmed service failure attributable to the Company, the Company may provide an appropriate service adjustment or extension, subject to the circumstances.

6. Duplicate or Incorrect Payment

If a customer makes a duplicate payment or is charged an incorrect amount due to a payment-processing error, the excess amount may be refunded after verification.

The customer may be required to provide the transaction ID, invoice, payment receipt, or other relevant details.

7. Non-Refundable Charges

Unless otherwise agreed in writing, the following may be non-refundable once incurred or utilized:

Installation charges;
Activation charges;
Service already consumed;
SIM/data/network charges;
Custom configuration charges;
Site visit/service charges;
Subscription period already used; and
Charges arising from customer-requested modifications or additional services.

The Company will not apply a blanket “no refund under any circumstances” clause where applicable consumer rights provide otherwise. Indian consumer guidance specifically cautions against such absolute clauses.

8. Refund Request Procedure

To request a refund, the customer should contact:

Email: trackmywheels.in@gmail.com

Phone: 8793139032

Customer Support: 9112113344

The refund request should include:

Customer name;
Registered mobile number;
Vehicle number;
Invoice/order number;
Payment transaction details;
Reason for refund; and
Supporting documents, if applicable.

The Company will review the request and communicate the decision to the customer.

9. Refund Processing

Once a refund is approved, the eligible amount will normally be refunded to the original payment method used by the customer, subject to the payment gateway/bank processing procedures.

The Company may deduct applicable charges that were clearly disclosed and agreed to at the time of purchase.

10. Change of Vehicle

If the customer sells or replaces a vehicle during an active subscription period, the Company may allow transfer of the tracking service/device to another eligible vehicle, subject to technical feasibility and applicable transfer/service charges.

Such transfer is not guaranteed and must be approved by the Company.

11. Fraudulent or Unauthorized Transactions

If a customer believes that a payment was made without authorization, the customer should immediately notify the Company and the relevant payment provider/bank.

The Company reserves the right to investigate suspected fraudulent transactions before processing any refund.

12. Dispute Resolution

Customers are encouraged to contact the Company first so that complaints and refund requests can be resolved promptly.

Nothing in this policy is intended to limit any rights or remedies available to a consumer under applicable Indian law. The Consumer Protection Act, 2019 remains the relevant statutory framework for consumer protection in India.

13. Changes to this Policy

The Company may update this Refund & Cancellation Policy from time to time. The latest version published on the Company's website or communicated to customers will apply to future purchases, subject to applicable law and the terms agreed at the time of purchase.