

REFUND AND CANCELLATION POLICIES

The Himachal Pradesh Police values its users and aims to provide a transparent and fair refund policy for services offered through its citizen portal. This Refund Policy outlines the terms and conditions regarding refunds for payments made through the HP Police Citizen Portal.

Non- Refundable Payments

All payments made as fees against the charges of application/request for the Citizen Services submitted through the HP Police Citizen Portal are non-refundable.

Refund Exceptions

In exceptional cases, refunds may be considered under the technical error's circumstances. If there is a technical error during the payment process, leading to multiple transaction for the same application/request number, HP Police may initiate a refund for the additional charges after thorough verification.

Policy Changes

HP Police reserves the right to amend or modify this refund policy at any time. Any changes to the policy will be communicated through the HP Police Citizen Portal. By using HP Police Citizen Portal and making payments, you acknowledge that you have read, understood and agreed to the terms of this refund policy