Billing, Subscription, Cancellation & Refund Policy

Vidyaluma — A product of KRAVIA PRIVATE LIMITED

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Institutional subscription charges, renewals, changes, cancellation, reconciliation and fair remedies.

On this page

1. Who pays and what this Policy covers
2. Order, prices and invoices
3. Renewals and price changes
4. Plan changes, limits and overages
5. Late, failed and duplicate payments
6. Cancellation
7. Refund eligibility
8. Refund process and settlement
9. School fees and app-distribution requirements
10. Exit, disputes and document control

▶ On this page

1. Who pays and what this Policy covers

1.a — Institutional purchase. Vidyaluma is a product of KRAVIA PRIVATE LIMITED. The initial subscription purchaser is the school or institution through an authorized adult representative. Student, parent and teacher access supplied by the school does not create a separate personal subscription debt.

1.b — Separate transactions. This Policy governs KRAVIA's Vidyaluma subscriptions and agreed related services. A school sets its own tuition or other student fees and applicable school-fee refund rules. Vidyaluma may facilitate an enabled approved payment route, but must identify the actual merchant and recipient instead of describing every transaction as a KRAVIA charge.

2. Order, prices and invoices

Skip to content

2.a — Before purchase. The order must state the subscribed term, enabled modules, permitted users or capacity, usage limits, currency, charge frequency, applicable taxes, implementation charges and any optional add-ons. A free demonstration or trial is not authority for an undisclosed recurring charge.

2.b — Tax treatment. Prices must clearly state whether applicable GST is included or added. KRAVIA issues the appropriate invoice or other legally required record using verified company and tax details. An education customer does not automatically make a software supply tax-exempt. Corrections and credit notes follow applicable requirements.

2.c — Evidence. A payment reference, invoice and account balance must reconcile to verified transaction status. A browser return page, screenshot of a debit or unsigned callback alone does not conclusively establish settlement. A disputed transaction is investigated rather than forcing a second payment without checking the first.

3. Renewals and price changes

3.a — Renewal authority. Automatic renewal requires an appropriate disclosed agreement and valid payment authorization. The school receives understandable renewal information and an effective way to stop future renewals. A historic mandate is not permission to make unrelated charges or retain credentials insecurely.

3.b — Price notice. The recorded commercial direction is at least 30 calendar days' advance notice before an applicable price increase. Contracted pricing is honored until its valid renewal or adjustment point. A price change requiring new payment authorization must not be collected through an invalid or obsolete mandate.

3.c — Contact and delivery. Notices are sent to the verified authorized school contact with auditable delivery handling. Where delivery fails, reasonable follow-up is required. A price update on a rarely visited webpage is not automatically a substitute for a promised direct notice.

4. Plan changes, limits and overages

4.a — Upgrades. Before a plan increase, the authorized representative sees the additional features, effective date, prorated charge or credit, taxes and impact on renewal. The accepted change is recorded. There are no surprise paid upgrades triggered solely by an AI action or a background job.

4.b — Downgrades. We explain reduced capacity or unavailable functions and any choices needed before the change. Existing records must not be silently deleted to fit a lower limit. A downgrade may stop new usage or require an authorized export, but retention and rights obligations continue.

4.c — Limit handling. Usage should be visible and notices provided before practical thresholds. Overage charges need explicit agreed rules and valid authorization. When a limit is reached, proportionate restrictions must protect already stored records and avoid presenting an incomplete operation as successful.

5. Late, failed and duplicate payments

5.a — Standard grace direction. The recorded standard is a 15-calendar-day grace period following the payment due date, with reminders and a clear account status. Any different agreed rule must be disclosed. Genuine disputes and confirmed provider failures are assessed rather than automatically treated as deliberate non-payment.

5.b — Restrictions. After the applicable grace period, proportionate service restrictions may apply under L02. Restrictions do not authorize destruction of records, disclosure to debt collectors beyond what is lawful, or blanket denial of privacy requests and justified export access.

Skip to content

5.c — Reconciliation. KRAVIA investigates debited-but-uncredited transactions with the provider, avoids duplicate capture, applies verified payments and corrects errors. Duplicate or erroneous charges caused by KRAVIA are eligible for correction or refund. We preserve the transaction trail and communicate the result without collecting bank passwords, card security codes or OTPs.

6. Cancellation

6.a — Method. The authorized representative may use the verified self-service subscription cancellation route. Where that route fails or is inaccessible, contact support@vidyaluma.in with the relevant school and subscription reference. No sensitive payment authentication information is required in an ordinary support message.

6.b — Confirmation. The confirmation identifies the request time, effective cancellation date, remaining paid access, future renewal status, any outstanding justified charge and the export process. Uninstalling an app or ceasing to log in alone does not reliably communicate institutional cancellation, but an unprocessed valid request must not be ignored.

6.c — Effect. Cancellation ordinarily stops the next renewal rather than retroactively undoing delivered service. Any immediate termination, prorated credit or refund follows the accepted terms and applicable rights. Canceling a paid plan does not automatically delete all related personal information or an executed agreement.

7. Refund eligibility

7.a — Errors and failure. Refund or equivalent correction is available for verified duplicate payments, incorrect charges and eligible material service failures attributable to KRAVIA. Failed activation caused by an unremedied provider-side or platform-side problem is assessed according to the service promised, usable period and applicable agreement.

7.b — Ordinary cancellation. A change of preference after correctly delivered prepaid service does not automatically create a full refund. Any trial, promotional, prorated or cancellation entitlement must be stated before purchase. This rule is subject to mandatory rights and cannot be used to retain payment for a service that KRAVIA did not supply as agreed.

7.c — Outages and shutdown. Appropriate service credits, subscription extensions, refunds for undelivered prepaid service or other agreed remedies may apply to verified prolonged outages or permanent discontinuation. We assess the impact and cause rather than relying on a blanket third-party or force-majeure exemption.

7.d — External costs. Payment-provider fees, stamp duty and signing costs require their actual refund rules and relevant transaction evidence. We do not label all such charges non-refundable without examining the applicable terms, law and responsibility for the failed transaction.

8. Refund process and settlement

8.a — Request and assessment. Provide the school, subscription or transaction reference, reason and safe supporting evidence. KRAVIA checks payment status, eligibility, prior refunds and any chargeback to avoid double recovery. We communicate approval or reasons for refusal and an escalation route.

8.b — Recorded processing target. The proposed target is to initiate or process an approved refund within 7–10 business days after approval and necessary verified refund details. This is not a guarantee of the bank's posting time. A refund request's review period is tracked separately and must not be prolonged indefinitely to avoid starting the processing target.

Skip to content

8.c — Destination and evidence. Refunds ordinarily use the original permitted payment route. A different destination requires verified authority and anti-fraud review. We provide the available refund reference and

follow up on an unresolved settlement rather than marking a refund received solely because a request was queued.

9. School fees and app-distribution requirements

9.a — School obligations. The school decides student-fee amounts, concessions and school-fee refunds, issues relevant school records and resolves educational fee disputes. KRAVIA remains accountable for its payment integration and transaction display. We must not imply custody of funds or a regulated financial role without the necessary actual arrangement.

9.b — App-store purchases. The billing route for digital app functionality must comply with the applicable distribution rules and approved programs. Institutional access does not itself prove an exception to Google Play billing. Tuition collection and Vidyaluma digital subscription purchases require distinct assessment and must not be combined to evade platform obligations.

9.c — Children. Minors are not authorized to purchase a school's institutional plan or create a recurring mandate on its behalf. Child-facing educational access must not use manipulative purchase prompts or threaten academic harm to obtain payment.

10. Exit, disputes and document control

10.a — Data access. The recorded standard is 30 calendar days for an authorized school export after termination, with necessary extensions and safeguards. T07 governs subsequent deletion and legal exceptions. Export rights do not authorize another school's records or override individual privacy rights.

10.b — Escalation. Billing complaints follow L10 and applicable legal remedies. A good-faith dispute does not authorize retaliatory data loss. The order and specific negotiated terms take precedence within their scope, subject to mandatory law.

10.c — Publication. The stated commercial targets were approved by the Founder and Legal owner on 1 November 2026. Changes require versioned source review and appropriate notice. No website administrator may silently alter the published charges, periods or refund commitments through a policy editor.

Related documents
L02 — Terms & ConditionsL08 — Support & Service Commitments PolicyL10 — Grievance, Complaints & Appeals PolicyT07 — Data Retention, Export & Deletion Policy

The current published version is shown. Earlier review copies do not create customer acceptance or contractual terms.

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Skip to content

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