

## **eMudhra Pricing Policy effective from 15<sup>th</sup> July 2024**

The pricing of various products effective from July 15<sup>th</sup> 2024 will be as under:

The payment will be collected directly by eMudhra and not by the partners of eMudhra.

Class 3- 1 year- Rs 1350

Class 3- 2 years-Rs 1500

Class 3-3 years -Rs 2250

Class 3 Combo- 1 year -Rs 2000

Class 3 Combo -2 years-Rs 2250

Class 3 Combo- 3 years -Rs 3350

Foreign Class 3- 1 year- Rs 9000

Foreign Class 3- 2 years-Rs 10000

Foreign Class 3-3 years -Rs 15000

Foreign Class 3 Combo - 1 year- Rs 13500

Foreign Class 3 Combo - 2 years-Rs 15000

Foreign Class 3 Combo -3 years -Rs 22500

DGFT- 1 year – Rs 1800

DGFT-2 years – Rs 2000

Class 2 Document Signer- 1 year- Rs 7500

Class 2 Document Signer- 2 year- Rs 8000

Class 2 Document Signer- 3 year- Rs 12000

Class 3 Document Signer- 1 year- Rs 11250

Class 3 Document Signer- 2 year- Rs 12000

Class 3 Document Signer- 3 year- Rs 18000

Token- Rs 600

### **Additional Services**

Apart from the above eMudhra will provide the following services to the customers.

#### **Silver Service : Price Rs 500/-**

- email Support
- Downloading Assistance

#### **Gold Service : Price Rs 750/-**

- Call and email support
- Downloading Assistance
- KYC enrollment
- DSC Usage related support

#### **Platinum Service: Price Rs 1000/-**

- Call, email and WhatsApp Support
- Downloading Assistance
- KYC enrollment support
- 1-year Free replacement
- DSC usage related support
- Certificate renewal Support
- Chat Support

## **Refund policy**

### **For Digital signatures :-**

For the digital signature certificate for which money has been collected but could not be processed because of inability to complete KYC, the amount collected will be refunded upon request by the customer. Please send us a mail at [support@emudhra.com](mailto:support@emudhra.com). The refund process will be initiated once we have received your request. Typically, refunds are processed in less than 7 working days/

### **For other products:-**

For other products that are given to you, eMudhra Limited will only accept returns if the product is defective in nature. In such cases, wherever the purchase involves a product, please ensure that while returning the items are packed properly so that the original packing of the product is not damaged in transit. The return shipping charges needs to be borne by the customer. In case of damage to the original packaging or the goods, eMudhra Limited reserves the right to determine a fair value of the product on return and the same shall be binding on both parties.

Please send us a mail at [support@emudhra.com](mailto:support@emudhra.com) to obtain a Return Receipt Number before you ship the item back to us.

No goods will be accepted without a Return Receipt Number.

The refund process will be initiated once we have received the product(s). Typically refunds are processed in less than 7 working days but in case of payments by Cheque or DD, it may take a few extra days for the cheque to be delivered to your billing address, and for the funds to be credited to your account, once you deposit the cheque.

For products which are incorrectly shipped, damaged in transit, with defects, please send us a mail at [support@emudhra.com](mailto:support@emudhra.com) to obtain a Return Receipt Number. We will pay the return shipping charges and will send a replacement within 7 working days. We reserve the right to pay you back in case there are no stocks left of the item returned. All cancellation requests for products has to be placed within 3 days from the date of order to [support@emudhra.com](mailto:support@emudhra.com), for refund. Once order is fulfilled, cancellations are non-refundable