one9.me – Cancellation Policy

Last Updated: November 2026

1. Scope

This policy applies to subscription and plan payments made directly to one9.me for services offered through our platform. Sellers using one9.me are independent of one9.me and are solely responsible for their own customer refund, return, exchange, and cancellation policies for products or services sold through their stores.

2. Cancellation Request Window

Customers and merchants may request cancellation of their one9.me subscription at any time by contacting our support team. Cancellation requests are subject to account verification and review by our support team.

3. Cancellation Request Procedure

Customers who wish to cancel their subscription must contact one9.me support, provide their registered email address or account details, mention the subscription plan or service they wish to cancel, and submit any additional information requested by our support team for verification. Once the cancellation request is verified and approved, the customer will receive confirmation of the cancellation.

4. Subscription Cancellation and Validity

Upon cancellation of a subscription, the subscription will be cancelled according to the applicable plan terms. Access to subscription-based features and services may continue until the end of the already paid subscription period, where applicable. Once the subscription period expires, access to paid features may be restricted or discontinued. Renewal may be required to continue using paid services. Cancellation of a subscription does not automatically entitle the customer to a refund. Refund requests are evaluated separately according to the one9.me Refund Policy, and any applicable cancellation policy.

5. Merchant Transactions

Payments made by customers for products or services offered by individual merchants through one9.me are processed through the respective Payment Gateway Provider and settled directly into the merchant's registered bank account. one9.me does not receive or hold these merchant transaction funds. Refunds, returns, exchanges, and cancellations relating to such transactions are the responsibility of the respective merchant, subject to applicable laws and payment gateway procedures.

6. Exceptions and Legal Rights

Nothing in this policy is intended to limit or exclude any consumer rights or statutory protections that cannot legally be excluded under applicable Indian law. Where applicable law requires a refund or other remedy, one9.me will comply with those requirements.

7. Contact Information

one9.me

For cancellation-related queries, requests, or assistance, please contact us through:

Website: https://one9.me
Email: contact@one9.me
WhatsApp: 9943999909

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