

OMNI PRIME OTT PLATFORM

Refund Policy

Effective Date: May 20, 2026

1. Subscription Nature

All subscriptions are digital services and provide immediate access to premium content.

2. Refund Eligibility

Refunds may be considered for:

- Duplicate payment transactions
- Failed payments
- Technical issues preventing activation

3. Non-Refundable Situations

Refunds will generally not be provided for:

- Change of mind
- Partial subscription usage
- Failure to cancel before renewal

4. Subscription Plans Covered

Starter – ₹49 (15 Days)

Silver – ₹99 / Month

Gold – ₹199 / Month

Platinum – ₹599 / Year

5. Refund Request Process

Users must contact support with transaction details and issue description.

6. Refund Processing Time

Approved refunds may take 5–10 business days.

7. Contact Information

Email: support@omniprime.com