

Billing, Cancellation and Refunds

SecureThread, a product of ArcByte Studios · Last updated 25 October 2026

PARTICULARS	DETAILS
Document	Billing, Cancellation and Refunds for SecureThread
Last updated	25 October 2026
Provider	ArcByte Studios, a sole proprietorship of Aidan Daniel Rodrigues, registered in India as a micro enterprise under the MSME Udyam scheme
Udyam registration	UDYAM-KR-03-0759003
Registered address	GoSpace, Shelter 2, The Defence Enclave, K Narayana Pura Road, Kothanur, Bengaluru, Karnataka 560077, India
Contact	hello@securethread.co · privacy@securethread.co
Governing law	The laws of India; courts at Bengaluru, Karnataka
Online version	securethread.co/refund-policy

01 HOW YOU PAY

Payments are taken by Razorpay, our payment provider. An administrator with the billing permission chooses a plan under **Administration** › **Billing** and continues to Razorpay's checkout, which offers the payment methods Razorpay shows there. SecureThread never sees or stores card or bank numbers; Razorpay holds them.

Each plan is offered monthly or yearly. The app shows each plan's price, currency and billing period before you pay. Custom plans for a single organization are arranged with us directly and are not listed in the app.

02 HOW THE SERVICE IS PROVIDED

SecureThread is an online service. Nothing is shipped. A paid plan takes effect when Razorpay confirms the payment and the subscription through its signed notifications, not when the checkout window closes; this usually takes moments. From then on, the plan's limits and features apply to your workspace at app.securethread.co and in the SecureThread apps. Starting a paid plan for the first time also lifts the sandbox a new workspace starts in.

03 RENEWAL

A subscription renews at the end of each period, monthly or yearly, until it is cancelled. If a renewal charge fails, Razorpay retries it and the plan keeps applying while it does. If Razorpay stops retrying, the plan stops applying and the limits of the unpaid tier apply instead. The Billing page always shows the subscription's current status.

04 UPGRADES AND DOWNGRADES

- **Upgrading** applies at once. Razorpay charges the difference.
- **Downgrading** applies when the current paid period ends. Until then you keep the plan you paid for.
- A workspace has one plan in good standing at a time. Add-ons for seats, AI agents, sending domains and daily messages raise a limit without changing the plan, and need a paid plan in good standing.

05 CANCELLATION

Cancel plan on the Billing page cancels at the end of the paid period, and you keep the plan until then. A cancelled plan can be kept again before the period ends. A paused subscription can also be cancelled. An add-on can be stopped from the same page; it stops charging and its allowance ends at once.

Closing a workspace stops its plan from renewing. The workspace's deletion waits until nothing is left to charge.

06 REFUNDS

Upgrades are charged only for the difference, so changing plan never charges twice for the same period.

A refund must be requested within 7 days of the charge. Write to hello@securethread.co with your workspace name, the payment reference from your invoice and the reason. A person reviews every request, and a refund is approved only for a genuine reason: for example, a charge taken in error, a duplicate charge, or a service that did not work as described and that we could not put right. We reply with the outcome.

No refund is given for a request made more than 7 days after the charge, or for the rest of a period after you cancel, except where the law requires it.

An approved refund is issued through Razorpay to the payment method that was charged. How long it takes to appear depends on your bank or card issuer.

07 TRIALS AND OFFERS

Some plans include a free trial, shown on the plan, which needs no payment method to start. An offer code can apply a trial or a discount where it says so; the app tells you when an offer does not apply to your workspace. A trial ends on its stated date, and no charge is made unless you start a paid plan.

08 INVOICES AND GST

Invoices for your payments are issued through Razorpay and listed on the Billing page. They carry your billing profile: legal name, billing email, address and, if you have one, your GSTIN. Only the country is required. ArcByte Studios is not registered for GST, so no GST is charged on SecureThread plans; if that changes, GST will be added as the law requires and shown on your invoices.

09 CONTACT

ArcByte Studios, GoSpace, Shelter 2, The Defence Enclave, K Narayana Pura Road, Kothanur, Bengaluru, Karnataka 560077, India. Email hello@securethread.co or call +91 93802 21281.

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