

## Cancellation and Return Policy

To ensure providing a quality beauty and wellness services and products , it is critical for Channel Partner to understand their obligations as listed below:

- Channel partners must not ask the customer to cancel the trip request.
- Channel partners should ensure their profile does not have a high rate of cancellation activity.
- Each jurisdiction has anti-discrimination laws, preventing a Channel Partner from discriminating against a customer, from cancelling bookings as a result.
- Channel Partners should not decline bookings due to a discriminatory reason such as a customer's gender unless he specialises or provides services only to a particular gender, religion, race or sexuality.
- In case of cancellation of booking by the Channel Partner, the amount already paid by the customer shall be refund backed in the same manner it was actually received.

### Understanding Cancellation and Returns

1. Cancellation fee is charged to compensate the channel partners for the opportunity cost they have lost as a result of cancellation by the customer.
2. The customer shall cancel any of his/her service booking anytime before the time of booking confirmed i.e., before the slot of booking arrives.
3. A cancellation fee may be levied on a customer on account of cancellation of orders of products by customers on Bodyapp Platform such cancellation fee on such product bookings may be based on the time during which the customer opts to cancel such product booking.
4. The cancel fee if applicable ,shall be deducted from the amount paid by the customer for the said cancelled order.
5. Bodyapp reserves the right to modify/waive off the cancellation fee from time to time. The cancellation fee shall be quoted in Indian rupees. The customer

shall be solely responsible for compliance of all applicable laws for making payments to Bodyapp platform or the sellers(as the case may be) on account of any cancellation of orders from the customer end.

6. The Applicability of return on products by the customer shall be at the sole discretion of the channel partner. The customer shall be provided for compulsory return of products in case if there shall be any mismatch between the product ordered by the customer and the actual product delivered to the customer.
7. In case the product delivered to the customer has been used or damaged the customer shall be eligible for return of such product and shall be entitled to replacement or refund at the sole discretion of customer.