**SDM E-Mobility Services Pvt Ltd Refund and Cancellation Policy**

*Effective Date: 1st September 2023*

**1. Cancellation Policy**

**1.1 Cab Rental and Taxi Services** Cancellation by Customer:

* If a booking is canceled more than 24 hours before the scheduled pick-up time, no cancellation fee will be charged, and a full refund will be issued.
* If a booking is canceled between 12 and 24 hours before the scheduled pick-up time, a cancellation fee of 25% of the booking amount will be charged.
* If a booking is canceled within 12 hours of the scheduled pick-up time, a cancellation fee of 50% of the booking amount will be charged.
* No refund will be issued for cancellations made less than 2 hours before the scheduled pick-up time or in case of a no-show.

Cancellation by SDM E-Mobility Services Pvt Ltd:

* In the unlikely event that we need to cancel a booking, the customer will receive a full refund. Additionally, we will make every effort to provide an alternative vehicle at no additional cost.

**1.2 Outstation Services** Cancellation by Customer:

* If a booking is canceled more than 48 hours before the scheduled departure time, no cancellation fee will be charged, and a full refund will be issued.
* If a booking is canceled between 24 and 48 hours before the scheduled departure time, a cancellation fee of 25% of the booking amount will be charged.
* If a booking is canceled within 24 hours of the scheduled departure time, a cancellation fee of 50% of the booking amount will be charged.
* No refund will be issued for cancellations made less than 4 hours before the scheduled departure time or in case of a no-show.

Cancellation by SDM E-Mobility Services Pvt Ltd:

* In the unlikely event that we need to cancel a booking, the customer will receive a full refund. Additionally, we will make every effort to provide an alternative vehicle at no additional cost.

**1.3 Airport Transfers** Cancellation by Customer:

* If a booking is canceled more than 12 hours before the scheduled pick-up time, no cancellation fee will be charged, and a full refund will be issued.
* If a booking is canceled between 6 and 12 hours before the scheduled pick-up time, a cancellation fee of 25% of the booking amount will be charged.
* If a booking is canceled within 6 hours of the scheduled pick-up time, a cancellation fee of 50% of the booking amount will be charged.
* No refund will be issued for cancellations made less than 2 hours before the scheduled pick-up time or in case of a no-show.

Cancellation by SDM E-Mobility Services Pvt Ltd:

* In the unlikely event that we need to cancel a booking, the customer will receive a full refund. Additionally, we will make every effort to provide an alternative vehicle at no additional cost.

**1.4 Non-Advance Booking**

* Ride requests should be made near the pick-up location and only when you are ready to begin your ride.
* A cancellation fee may be charged if:
  + A driver accepts the ride request and you cancel after the grace period of 5 minutes or before the ETA.
  + You cancel after the ride reaches the requested pick-up location.
  + The driver cancels after waiting for a minimum of 5 minutes at the pick-up location.
* The cancellation fee is a maximum of 10% of the total fare, not exceeding Rs. 100/-. If charged, it will be added to the total bill amount of your next ride.
* If a driver cancels your ride after accepting it (except for valid reasons like vehicle breakdown or medical emergency), a credit of 10% of the total fare, not exceeding Rs. 100/-, will be adjusted in subsequent rides.
* If a driver-side cancellation is due to mechanical/electrical disorder or medical emergency, the driver is not allotted further rides for a minimum of 6 hours after cancellation.

**2. Refund Policy**

**2.1 Refund Process**

* All refunds will be processed within 7-10 business days from the date of cancellation.
* Refunds will be credited back to the original payment method used at the time of booking.

**2.2 Non-Refundable Cases**

* No refund will be issued for cancellations made outside the stipulated time frames mentioned above.
* No refund will be issued in case of a no-show.
* No refund will be issued if the cancellation is due to a force majeure event (such as natural disasters, acts of God, strikes, etc.).

**2.3 Partial Refunds**

* In cases where a partial journey has been completed before cancellation, a pro-rated refund may be issued based on the distance traveled and the time elapsed.

**2.4 Eligibility for Full/Partial Refund** Examples when you may be eligible for a refund include:

* A fare or fee was charged in error, or a technical issue occurred, like an eligible promotion not applying correctly.
* The ride price was significantly higher than the estimate shown in the app prior to booking, and it was not due to added stops or a changed destination.
* The ride was not completed within a reasonable walking distance to the requested destination.
* The intended rider did not take the ride or there are other fraud concerns.

**2.5 Non-Eligibility for Full/Partial Refund** Examples when you will not be eligible for a refund include:

* An issue related to vehicle quality or the type of vehicle dispatched.
* An issue with a driver not meeting quality expectations.
* An issue caused by user error, like requesting the wrong type of vehicle.
* On-ride delays or routing issues due to uncontrollable events (e.g., traffic, construction) or price changes due to added/removed stops or updated destination.

**2.6 Request Submission**

* Submit a refund request or complaint to SDM E-Mobility Services Pvt Ltd’s customer service team at support@sdme-mobility.com or in the app within 30 days of encountering an issue.
* Refunds will be returned to the original payment method within 7-10 business days, depending on the bank.

**2.7 Disclaimer**

* Providing inaccurate information about your ride experience when disputing fees or charges violates SDM E-Mobility Services Pvt Ltd’s policy and may result in request denial and/or account deactivation.

**3. Amendments to Booking**

* Any amendments to the booking (change in date, time, destination, etc.) will be subject to availability and may incur additional charges. Please contact our customer service team at least 24 hours in advance for any amendments.

**4. Contact Us**

* For any questions or assistance regarding our Refund and Cancellation Policy, please contact our customer service team at:
  + Email: support@sdme-mobility.com
  + Phone: +91-99009-92290
  + Address: SDM E-Mobility Services Pvt Ltd, 2nd Floor, 4, 1st Cross Rd, 2nd Phase, Gokula 1st Stage, Mathikere, Bengaluru, Karnataka 560054

**5. Feedback and Reporting Issues**

* If a ride does not meet your expectations, you can share feedback by rating your driver in the app. If there is an error with your price or a serious issue occurred on your ride, report it to our Support team within 30 days.

**6. Information Provided to Riders Before Ride**

* Vehicle and driver details such as license plate, driver name, and vehicle type.
* Pricing and other estimates in the app such as upfront price and estimated time of arrival.

We reserve the right to modify or update this policy at any time. Any changes to the policy will be effective immediately upon posting on our website.

SDM E-Mobility Services Pvt Ltd values your business and is committed to providing you with the best service possible. Thank you for choosing us for your transportation needs.