**Refund Policy**

**Eligibility for Refunds**

Refunds may be granted under the following circumstances:

1. **Non-Delivery of Services:** If the freelancer fails to deliver the agreed-upon work within the specified timeframe, and the client provides evidence of non-delivery.
2. **Substandard Work:** If the delivered work does not meet the agreed quality standards or specifications, and the client raises a dispute with sufficient evidence within 7 days of delivery.
3. **Unauthorized Payments:** If payments were made in error or without the account holder’s consent.

**Non-Refundable Situations**

Refunds will not be granted under the following circumstances:

* The project was completed as per the agreed terms, and the client later decided they no longer required the services.
* Dissatisfaction due to subjective preferences not outlined in the original agreement.
* Delays caused by the client’s failure to provide necessary inputs or timely approvals.

**Refund Process**

1. **Initiation:** Clients must submit a refund request through the platform’s dispute resolution center within 7 days of project completion.
2. **Review:** Hustle Hub will review the request, communicate with both parties and gather supporting evidence.
3. **Decision:** Refunds will be granted at Hustle Hub’s discretion based on the evidence and terms outlined in this policy.

**Processing Time**

* Approved refunds will be processed within 10–15 business days and credited back to the original payment method.

**Platform Fees**

Service or platform fees paid to Hustle Hub are non-refundable unless the issue arises from a platform error or malfunction.

**Contact for Refund Queries**

For questions related to refunds, please contact us at:  
**Email:** <hustlehub24x7@gmail.com>  
**Phone:** [+91 7815055966](+91%207815055966)