

REFUND & CANCELLATION POLICY – NOWAIT

1. USER CANCELLATIONS

If a booking is cancelled within 2 hours of the appointment time, a late-cancellation fee will be charged: 10% for services up to ₹500, 15% for services between ₹501–₹1500, and 20% for services above ₹1500.

2. SALON CANCELLATIONS

If a salon cancels a confirmed booking, the user will be notified immediately.

3. REFUNDS

Refunds apply only to prepaid bookings and will be processed within 3–7 business days.

4. NO-SHOW

If a user does not show up for the appointment, no refund will be provided for prepaid services.

5. SERVICE DISPUTES

Any service quality issues must be resolved directly with the salon.

6. CONTACT

For refund issues: billing@nowaitinsaloon.com