# **Refund and Cancellation policy**

We are always happy to process returns providing the request is genuine and for the right reason. As an online Platform we have a duty to accept Refunds in line with consumer legislation.

For details on our refund deadlines and policies, please refer to the information below. Please note that our policies differ between services, and that payment options may vary from one Service to another. Please also note that we treat violations of our Terms and Conditions very seriously, and we have no obligation to offer refunds to users who violate these terms, even if their requests are made within the designated refund period. You must meet the following Criteria for Refund.

In below points the word “payment” or “booked” means the advance amount paid by the customer through our (KalaJagat) app.

1. No refunds after the first 12 Hour of payment for users who booked before 30 days of program date.
2. No Refund after 2 hours of payment for users who booked in between 15 days to 30 days of program date.
3. No refund will allow for the users who booked or paid the advance in between 15 days of program date.
4. If any user will cancel more than 3 times in a day or two without any proper reason, then his/her account will be suspended for some duration which will be decided by company.

We will also notify you of the approval or rejection of your refund.

1. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment within 10-15 days *Late or missing refunds (if applicable)*
2. If you haven’t received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted.
3. If you’ve done all of this and you still have not received your refund yet, please contact us at [kalajagatapps@gmail.com](mailto:kalajagatapps@gmail.com)
4. If the Vendor will not provide the service or not reached to the customer's area on the program/service day, then we can only return the taken amount to the customer and nothing else.
5. Please do not ask us for a refund after the first cancellation time of your order.

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To cancel the order, follow the procedure

1. Please open the appropriate booking page.
2. Check whether the *Cancel Booking* option is available or not. *Cancel Booking* option visibility is depends upon the terms and condition timing.
3. If *Cancel booking Option is visible, then please click on it and go to cancel page and click the button before the cancel time is over.*
4. *Once you complete the cancellation process, we will may contact you to know the reason or issues you faced if any.*

## Changes to this Refund Policy

We reserve the right to alter this Refund Policy at any time. Such alterations will be posted on our website. You can also obtain an up-to-date copy of our Refund Policy by contacting us at

Enrivers Private Limited

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