

REFUND POLICY

This Refund Policy governs the circumstances under which refunds may be granted for services provided by **Traul** through its platform, and sets forth the rights and obligations of both users (customers and businesses) and drivers. By using the services provided by **Traul**, you agree to the terms outlined in this policy.

Refund Eligibility

1. **Cancellation by Traul:** In the event that **Traul** or the assigned driver cancels a booking due to unavailability, system errors, or any other reasons attributable to **Traul**, the user will be eligible for a full refund of the amount paid for the booking.
2. **Service Failure:** If the delivery or service is not completed due to reasons caused by **Traul** or the assigned driver, including failure to deliver on the agreed-upon terms, the user shall be entitled to a full refund.
3. **Delayed Pickup or Delivery:** If the driver fails to arrive at the designated pickup location within the agreed time, exceeding the grace period set by **Traul**, the user may be entitled to a refund or compensation, as determined by **Traul**.
4. **Overcharged Amounts:** If the user is incorrectly charged due to a billing error or other issues related to the calculation of the fare, the user is entitled to a refund of the overcharged amount.

Non-Refundable Situations

1. **User Cancellations after Driver Arrival:** If the user cancels the booking after the driver has arrived at the pickup location, no refund will be issued, except under exceptional circumstances as determined by **Traul**.
2. **Completed Service with No Reported Issues:** If the user makes a return request or seeks a refund after the service has been fully completed without reporting any issues at the time of delivery, no refund will be granted.
3. **Force Majeure Events:** **Traul** will not be held liable for delays or service failures caused by force majeure events such as traffic, weather conditions, natural disasters, or any other events beyond the control of **Traul** or the driver. In such cases, no refund will be issued.

Cancellation & Refund Timelines

1. **For Users (Customers & Businesses):**
 - **Cancellations before Dispatch:** If the user cancels the booking before the vehicle has been assigned, a full refund will be processed.
 - **Cancellations after Driver Assignment:** If the user cancels the booking after the driver has been assigned, a partial refund will be issued, with a deduction to account for the inconvenience caused to the driver.
 - **Cancellations after Pickup Completion:** No refund will be issued once the pickup has been completed, except in special cases where **Traul** determines that a refund is warranted.

2. For Drivers:

- **Driver Cancellation:** If a driver cancels a confirmed booking without providing a valid reason, **Traul** reserves the right to apply penalties, which may include deactivation of the driver's account or other disciplinary actions.
- **Driver Arrival at Pickup Point:** If the driver arrives at the pickup location and the user cancels the service, the driver may be entitled to compensation for their time and effort, as determined by **Traul**.

Refund Processing Timeline:

- Refunds shall be processed within 5 to 7 business days from the date the refund request is approved, depending on the user's payment method and the processing time of the financial institution involved.

Disputes over Refund Decisions:

- If a user disagrees with the refund decision made by Traul, they may file a formal dispute by contacting Traul customer support through the available channels on the platform.
- The dispute will be reviewed by Traul's dedicated support team, and additional documentation may be requested from the user to support their case.
- Traul reserves the right to make the final decision on all refund disputes after thorough review.

General Terms

This Refund Policy may be amended or updated from time to time by **Traul**. Any changes will be effective immediately upon posting on the platform. The terms outlined in this policy are governed by the laws of [Insert Jurisdiction], and any disputes arising from this policy shall be subject to the exclusive jurisdiction of the courts in [Insert Jurisdiction].

For any questions or concerns regarding refunds or cancellations, users may contact **Traul** customer support through the available channels on the platform.