**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.