

RESCHEDULING, CANCELLATION AND REFUND POLICY

Rescheduling of Session

If you wish to reschedule your appointment booked by you. You can reschedule the booked appointment (atleast 24 hours before the appointment) for a period of 1 months from the original date of appointment free of charge.

Cancellation of Session

If you wish to cancel any booked appointment or advance booking with us then:

- If the cancellation request is submitted before 24 hours after making an appointment, we will refund 100% booking amount.
- If the cancellation request is submitted after 24 hours after making an appointment, we will refund 50% booking amount.
- Cancellations of rescheduled session are not eligible for a refund.

For Cancellation you can contact us at our email contact@albova.com. Upon cancellation, the refund is applicable only at our sole discretion.

All refund will be issued as per our refund policy. Please contact us via email, we will respond within 3 (Three) business days.

We take customer feedback very seriously and use it to constantly improve our products and quality of service.

PARTIAL CANCELLATION

- Partial cancellations are allowed subject to confirmation from our back office staff. Partial refund will be made in case of partial cancellation.

UNETHICAL ORDER & CANCELLATION POLICY

- In case of any purchase made through unethical means; by taking advantage of a technical glitch; or by misusing/ the offer terms/guidelines/codes - the particular order/s will be cancelled whatsoever and <https://albova.com> will not be liable to pay any refund to you in all such cases.

REFUND POLICY

Our refund policies are simple. You can claim refund by:

1. Call us at our customer care number _____ or;
2. Send us an email at contact@albova.com or;

We are happy to support you if there is any issue you can contact our back-office team for any inquiry or problem.

If for any reason, our back office staff gives confirmation of refund. Then, refund will be made accordingly.

Note: Albova Inc. reserves the right of any changes in refund policy. Any changes will be updated on our website.

Methods of Payment and Refund

When returning an item how you paid for your item will determine how your refund is processed.

Credit / Debit Card – Your refund will go back to the same card you purchased on.

Refund Cycle:

Complete refund process normally takes about 5-15 working days from the date of confirmation of refund.