

Refund Policy

This Refund Policy ("Policy") outlines the terms and conditions for refund requests for services provided by **UKFPB**. Please read this Policy carefully before engaging in our services.

1. Refund Eligibility:

1.1. Refunds will be considered only if the program or event has not started.

1.2. Refund requests for the first/full payment will be accepted up to 8 hours before the scheduled start of the program or event.

2. Eligibility Criteria:

2.1. To be eligible for a refund, the client must submit a written refund request to refund@ukfpb.org.np within the specified timeframe.

2.2. Refund requests received after the program or event has started or within 8 hours of the scheduled start time of any decoration activities will not be considered.

3. Processing Time:

3.1. Refund requests will be processed within 2 business days from the date of receiving the written request.

3.2. The Company reserves the right to request additional information or clarification regarding the refund request.

4. Exceptions:

4.1. No refunds will be provided after the program or event has started.

4.2. No refunds will be issued for any decoration-related expenses incurred within 12 hours of the scheduled start time.

5. How to Request a Refund:

5.1. Refund requests must be submitted in writing to refund@ukfpb.org.np

5.2. The request must include the client's name, contact information, event details, and the reason for the refund request.

6. Refund Amount:

6.1. Refunds, if approved, will be issued for the first/full payment amount.

6.2. Any additional expenses or fees incurred by the Company may be deducted from the refund amount.

7. Contact Information:

7.1. For any questions or concerns related to refunds, please contact to refund@ukfpb.org.np or www.ukfpb.org.np/refund

8. Modifications:

8.1. The Company reserves the right to modify or update this Refund Policy at any time. Any changes will be effective immediately upon posting on our website or other communication channels.