

FlatX Cancellation & Refund Policy

1. General Terms

At FlatX, we prioritize customer satisfaction and strive to provide a seamless experience for renting or purchasing properties. This Cancellation and Refund Policy outlines the terms and conditions under which refunds and cancellations are processed. By making a payment on FlatX through Razorpay, you agree to this policy.

2. Cancellation Policy

For Rent Transactions:

- Cancellation requests for rental bookings must be submitted within **24 hours** of the booking confirmation.
- If the cancellation is initiated:
 - **Within 24 hours:** You are eligible for a **100% refund**, minus applicable service charges.
 - **After 24 hours:** Refunds will be subject to the landlord's discretion and FlatX administrative charges.

For Property Purchase Transactions:

- Property purchase cancellations will be governed by the terms outlined in the agreement between the buyer and the seller.
- FlatX does not directly process refunds for property purchases; however, we will assist in coordinating with the involved parties.

Subscription or Service Cancellations:

- Cancellations of subscriptions or services offered by FlatX are allowed anytime. However, refunds will only be granted if the cancellation is requested **before the service has been utilized**.
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3. Refund Policy

Eligibility for Refunds:

- Refunds are applicable only if:
 - You meet the cancellation terms mentioned above.
 - There was a payment error or duplicate payment.
 - The service/property you booked is unavailable or misrepresented.

Refund Timelines:

- Approved refunds will be processed within **7-10 business days**.

- Refunds will be credited to the original payment method used at the time of the transaction.

Deduction of Charges:

- All refunds will be processed **after deducting administrative charges, processing fees**, and any third-party charges imposed by Razorpay.

Non-Refundable Scenarios:

- Payments made for services already delivered or utilized.
 - Custom agreements where refunds are explicitly excluded.
 - Cancellations initiated outside the applicable refund window.
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4. Payment Disputes

If you experience a payment issue or dispute (e.g., unauthorized transaction or incorrect amount charged), please contact FlatX support immediately at **info@flatx.in** or call **+91-8207873240**. Our team will investigate the matter and work with Razorpay to resolve the issue promptly.

5. Contact Us

For any questions or concerns regarding our Cancellation and Refund Policy, please reach out to:

- **Email:** info@flatx.in
- **Phone:** +91-8207873240
- **Address:** 74 , Ward No 10 , Nagar Parisad , Sheohar , Sheohar 843329