

## REFUND AND CANCELLATION POLICY

Last Updated: [Insert Date]

Thank you for choosing City Expert Care. We strive to ensure that you have the best experience with our Service Professionals. However, we understand that plans change or things may not go as expected. This Refund and Cancellation Policy explains how we handle bookings that are cancelled or services that do not meet your expectations.

### 1. CANCELLATION BY THE CUSTOMER

You can cancel your booking through the City Expert Care Platform at any time. However, to compensate our Service Professionals for their time and travel, cancellation fees may apply depending on when you cancel:

- (a) Free Cancellation: You may cancel your booking for free up to [Insert Time, e.g., 2 hours] before the scheduled slot.
- (b) Late Cancellation Fee: If you cancel within [Insert Time, e.g., 2 hours] of the scheduled slot, a cancellation fee of [Insert Amount or %, e.g., INR 100] may be charged to compensate the Service Professional.
- (c) Doorstep Cancellation: If you cancel after the Service Professional has arrived at your location, or if the professional is unable to start the service due to your unavailability or lack of access, a "Doorstep Cancellation Fee" of [Insert Amount, e.g., INR 200] will apply.

### 2. CANCELLATION BY CITY CARE OR SERVICE PROFESSIONAL

- (a) In the unlikely event that a Service Professional cancels your booking or does not show up, we will attempt to find a replacement immediately.
- (b) If we cannot provide a replacement, or if you choose not to opt for a replacement, no cancellation fee will be charged.
- (c) If you have made an advance payment online, the full amount will be refunded to your original source of payment.

### 3. REFUNDS FOR SERVICE DISSATISFACTION

We take quality seriously. If you are not satisfied with the Pro Services provided:

- (a) Reporting: You must report the issue to us via the Help Center or by emailing [Insert Support Email] within [Insert Time, e.g., 24 hours] of the service completion.
- (b) Resolution: Our team will investigate the complaint. Depending on the nature of the issue, we may offer:
  - A re-service (re-work) of the specific task at no extra cost.
  - City Expert Care Credits to your wallet for future use.
  - A partial or full monetary refund.
- (c) Decision: The decision to provide a refund or re-service is at the sole discretion of City Expert Care, based on the evidence provided (e.g., photos of the work) and the specific circumstances.

#### 4. PROCESSING OF REFUNDS

- (a) Timeline: Refunds for cancelled bookings or approved service complaints will be processed within [Insert Days, e.g., 5-7 business days].
- (b) Method: Refunds will be credited back to the original source of payment (Credit Card, Debit Card, UPI, etc.). If you paid via City Expert Care Credits, the refund will be credited back to your City Expert Care wallet.
- (c) Bank Delays: Please note that while we initiate the refund instantly, your bank may take additional time to reflect the amount in your account.

#### 5. CHANGES TO THIS POLICY

City Expert Care reserves the right to modify this Cancellation and Refund Policy at any time. Any changes will be updated on the Platform.

#### 6. CONTACT US

If you have any questions regarding this policy, please contact us at:

Email: [Insert Support Email]