**REFUND AND CANCELLATION POLICY**

Last Updated on [05-05-2024]

WashMate Ecopro Auto Care Services LLP(“**WashMate**”) consistently works towards the protection of its Customers’ interests and follows a reliable, easy, and streamlined process to facilitate the Services being provided to its Customers.

This Refund Policy (hereinafter referred to as “**Policy**”) read with Terms and Conditions (“**T&Cs**”) available on our website https://www.washmate.in/ (“**Platform**”) applies to Services offered to persons who are using or visiting the Platform.

For the purposes of this Policy, “**Customer(s)**” shall mean users who purchase the Services and book a Service Professional through the Platform and the terms “Services”, and “Service Professional” shall have the meaning ascribed to them in the T&Cs available on the Platform.

1. **Cancellation by Customer** 
   1. Cancellation of Subscriptions:
      1. WashMate offers various monthly, quarterly, bi-annual and annual subscription plans ("**Subscription**”) to its Customers as a part of the Services available on the Platform.
      2. Customers may cancel a Subscription at any time through the Platform. However, WashMate reserves the right to charge a fee for such cancellation.
      3. Upon cancellation by the Customer, the Customer shall be entitled to receive a refund for the period from the date of cancellation of the Subscription till the scheduled end date of the Subscription
      4. WashMate reserves the right to deduct amounts from the refund to cover any Services already provided under the Subscription.
   2. Cancellation of On-demand Services:
      1. Customers may cancel a booking on the Platform at least 24 (twenty-four) hours in advance to be eligible to receive a refund for the payment made for the Service Professionals. However, WashMate reserves the right to charge a fee for such cancellation
      2. Alternatively, Customers may choose to reschedule their booking to another day, at no extra cost, provided that such request is made at least 24 (twenty-four) hours prior to the booked date.
      3. Customers may be entitled to refund against such cancellation in the manner as enumerated below

|  |  |
| --- | --- |
| **Cancellation Timeline** | **Refund (%)** |
| At least 24 hours before the time of the booking | Full Refund |
| No show by the Service Professional | Full Refund |
| Within 24 hours before the time of the booking | No Refund |
| Customer missed a booking, and/or nobody present at the location | No Refund |
| Service Professional arrives but the vehicle/car is not ready and/or available | No Refund |

* 1. Refund Details
     1. WashMate shall provide the refund to the Customers via the original mode of payment opted by the Customer (e.g., credit or debit card). However, WashMate’s liability for refunds shall be limited to the final booking price paid by the Customer.
     2. Alternatively, WashMate may provide refunds through a credit note, depending upon the Customer’s preference.
     3. In case of approved refunds, it may take up to 10 (ten) business days for WashMate to process and refund the amount to the original payment source of the Customer. However, it may take a certain period for the refunded amount to reflect in the Customer's account, depending on the payment processor and banking procedures.

1. **Cancellation by WashMate** 
   1. If, during a Subscription Model, the Service Professional is unable to render services for a specific duration, WashMate will extend the Subscription period by the same duration at the end. This extended period will be added to the Customer's subscription and can be utilized by the Customer.
   2. WashMate may cancel the booking and/or the Subscription at any time in the event of unavoidable circumstances or incidents which are deemed beyond WashMate’s control and consequently affects the availability of the Service Professional booked by the Customer for a service. In such cases, fees paid against such booking will be refunded to the Customer in full.
   3. However, should WashMate cancel the booking and/or Subscription in case of a material breach by the Customer or in case of a serious misconduct on the part of any Customer, the fee paid against the booking will not be refunded.

***Disclaimer****: WashMate may amend this Policy at any time without any prior intimation to the Customers. By continuing to use the Platform, the Customer consents to the amended terms of this Policy.*