

## **Refund & Cancellation Policy**

At **Roxx1**, we strive to provide reliable and high-quality services. This Refund & Cancellation Policy outlines the conditions under which customers may cancel services or request refunds.

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### **1. Service Cancellation by Customer**

#### **1.1 Standard Services**

(electrician, plumber, carpenter, general repair, maintenance)

- Customers may cancel their booking **up to 4 hours before the scheduled service time** without any cancellation fee.
- Cancellations made **less than 4 hours** before the service time may incur a **cancellation charge** (typically the minimum visit fee).

#### **1.2 Architectural & Interior Design Services**

- Advance booking fees for design consultations or site visits are **non-refundable** once scheduled.
- If a customer cancels a design or renovation project after work has begun, fees will be charged for:
  - Completed design stages
  - Site visits
  - Material purchases
  - Professional hours already invested

#### **1.3 Renovation or Long-Term Projects**

- For projects canceled mid-way, customers must pay for all work completed until the date of cancellation, including labor, materials, and planning work.
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### **2. Cancellation by Roxx1**

Roxx1 may cancel or reschedule a booking due to:

- Professional unavailability
- Safety concerns at the customer site
- Incorrect or incomplete service details

- Unforeseen emergencies

In such cases:

- Customers will NOT be charged any cancellation fee.
  - If payment was made in advance, a **full refund** will be issued.
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### 3. Refund Policy

#### 3.1 Eligibility for Refunds

Refunds may be granted when:

- A customer is charged for a service that was not provided.
- The service could not be completed due to a fault from Roxx1's side.
- Overcharging or duplicate payments occur.

#### 3.2 Non-Refundable Cases

Refunds will **not** be issued for:

- Customer-initiated cancellations after work has started
- Services completed as per agreement
- Customer dissatisfaction due to pre-existing property issues or unrealistic expectations
- Use of customer-supplied materials that cause failure or defects

#### 3.3 Partially Refundable Cases

If only part of the work is completed before an unavoidable cancellation, Roxx1 may issue a **partial refund** based on:

- Work already completed
  - Time spent
  - Material costs incurred
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### 4. Refund Timeframe

- Approved refunds will be processed within **7–10 business days** via the original payment method.

- For bank or card refunds, processing time may vary depending on the financial institution.
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## 5. No-Show or Delay by Customer

If a customer is not available at the location at the scheduled time:

- The technician will wait for up to **20 minutes**.
  - If unreachable or absent, the booking will be marked as **No-Show** and a visit charge or cancellation fee may apply.
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## 6. Quality Concerns

If a customer believes the service was not performed correctly:

- They must notify Roxx1 within **24–48 hours** of service completion.
  - Roxx1 will inspect the issue and provide a **free re-visit** if the problem is due to workmanship.
  - Refunds are only issued if the service cannot be corrected.
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## 7. Mode of Payment for Refunds

Refunds will be processed via:

- UPI transfer
- Bank transfer
- Credit/debit card reversal
- Wallet or app credits (if applicable)

No cash refunds are provided.

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## 8. Contact for Refunds & Cancellations

For cancellations, refund requests, or assistance, contact our customer care.