

Refund Policy

At Team Smartual, we are committed to delivering high-quality services and ensuring client satisfaction. However, we understand that there may be instances where a refund is necessary. Please review our refund policy below:

1. Eligibility for Refunds

Refunds are considered only under the following conditions:

- The service was not delivered as promised or agreed upon in the service agreement.
- The service was canceled by Team Smartual due to unforeseen circumstances.
- The client cancels the service within a defined time window (see below).

2. Non-Refundable Cases

Refunds will not be issued in the following situations:

- Change of mind after the service has begun.
- Delays caused by incomplete information or lack of response from the client.
- Customized or one-on-one services already rendered in full or in part.
- Missed sessions, appointments, or deadlines without prior notice.

3. Cancellation Window

Clients may cancel a booked service within **24 hours** of confirmation to be eligible for a full or partial refund. Cancellations made after this window may incur a cancellation fee or be non-refundable.

4. Refund Process

- To request a refund, please email us at kirti@teamsmartual.com with your full name, service details, and reason for the request.
- All refund requests will be reviewed within **[3–5 business days]**.

- Approved refunds will be processed to the original method of payment within **[7–10 business days]**.

5. Dispute Resolution

We value open communication. If you are unsatisfied with any part of our service, we encourage you to contact us before requesting a refund so we can try to resolve the issue directly.

Need Help?

For any questions related to refunds or our policy, please contact us at:

✉ kirti@teamsmartual.com | ☎ +91- 8806667612