

# Refund & Cancellation Policy – Car-E-On.com

## 1. Refund Eligibility

Refunds may be considered under the following conditions:

- Service not delivered due to Car-E-On's fault.
- Payment deducted but service not scheduled.
- Duplicate or excess payment.

## 2. Non-Refundable Cases

Refunds will **not** be provided if:

- Customer is unavailable at the scheduled time.
- Service is denied due to access or permission issues.
- Dissatisfaction based on personal expectations not aligned with service scope.
- Subscription services already partially used.

## 3. Subscription Refunds

- Subscription packages are **non-refundable** once activated.
- Unused services due to customer unavailability are not refundable.

## 4. Cancellation Timeline

- Cancellations made **at least 24 hours in advance** may be eligible for rescheduling.
- Same-day or last-minute cancellations are non-refundable.

## 5. Refund Process

- Approved refunds will be processed within **7–10 working days**.
- Refunds will be credited to the original payment method only.

## 6. Service Complaints

For service-related concerns, customers must contact support within **24 hours** of service completion with valid proof (photos/videos).

✉️ **Support Email:** support@car-e-on.com

📞 **Customer Care :** **+919217182478**