

Refund & Cancellation Policy

1. Introduction

This Refund & Cancellation Policy ("Policy") governs the booking, cancellation, rescheduling and refund of appointments for services offered through the website ***InboundhappyvibesbyRuchhi*** ("Website"). This Policy shall be read in conjunction with the Website Terms & Conditions, Privacy Policy, Disclaimer and any other applicable policies published on the Website.

By booking any service through the Website, you acknowledge that you have read, understood and agreed to be bound by this Policy.

This Policy applies only to appointments booked through the Website. Certain services offered by ***InboundhappyvibesbyRuchhi*** may be made available only after an initial consultation and may be subject to separate booking procedures, communications or service-specific terms. Such bookings shall not be governed by the online booking process described herein unless expressly stated otherwise.

2. Booking and Confirmation

2.1 The Website presently facilitates bookings only for the following services:

- Initial Consultation; and
- Tarot Reading Sessions.

Appointments for all other services offered by InboundhappyvibesbyRuchhi shall be scheduled separately following the Initial Consultation, where the practitioner may recommend a suitable service based on the Client's individual requirements. Such appointments shall not be booked through the Website and may be governed by separate agreements, terms or policies, as applicable.

2.2 Submission of a booking request shall not, by itself, constitute confirmation of an appointment. A booking shall be deemed confirmed only upon:

- (a) the Client having selected an available appointment slot through the designated third-party booking platform, furnished all information required for the booking, and completed all mandatory steps necessary to submit the booking request;
- (b) receipt of the applicable payment; and
- (c) issuance of a booking confirmation through the Website, the designated third-party booking platform or any other authorised mode of communication.

It is the responsibility of the Client to ensure that all information provided during the booking process, including contact details, is complete and accurate. ***InboundhappyvibesbyRuchhi*** shall not be responsible for any delay, failed communication or inability to provide the booked service arising from incorrect or incomplete information furnished by the Client.

3. Payments

3.1 Unless otherwise specified on the Website, payment for all appointments booked through the Website shall be made in full at the time of booking through the payment methods made available on the Website.

3.2 An appointment shall not be confirmed unless the applicable payment has been successfully received. Where a payment transaction is unsuccessful, declined, interrupted or otherwise fails to process, the booking shall not be completed and the corresponding appointment slot may be released without any further notice.

3.3 InboundhappyvibesbyRuchhi does not store complete payment card details, banking credentials or other sensitive financial information submitted during the payment process. Payments are processed by independent third-party payment service providers in accordance with their respective terms and privacy practices.

3.4 The fees applicable to the services shall be those displayed on the Website at the time the booking is made. Any subsequent revision in pricing shall apply only to future bookings and shall not affect appointments that have already been confirmed.

4. Cancellation by the Client

4.1 Clients may cancel a confirmed appointment at any time through the designated online booking platform made available on the Website. Cancellation requests submitted through email, telephone or any other mode of communication shall not be accepted for appointments booked through the Website.

4.2 Cancellation of a confirmed appointment shall constitute the Client's decision not to avail the booked service. Upon cancellation, the appointment slot shall be released and shall no longer be reserved for the Client.

4.3 All confirmed appointments booked through the Website are final and non-refundable. Cancellation of an appointment by the Client shall not, under any circumstances, entitle the Client to a refund, whether such cancellation is made immediately after booking, prior to the scheduled appointment or otherwise.

4.4 The entire booking amount paid towards a cancelled appointment shall stand forfeited upon cancellation and shall not be adjusted, credited or applied towards any future appointment or service offered by InboundhappyvibesbyRuchhi.

4.5 Clients who are unable to attend their scheduled appointment but wish to retain the value of their booking are encouraged to reschedule their appointment in accordance with Clause 5 of this Policy. The option to reschedule is subject to the conditions and timelines specified therein.

4.6 Cancellation of an appointment shall not affect any rights or obligations that may have accrued prior to such cancellation under this Policy or any other applicable terms governing the booking.

5. Rescheduling of Appointments

5.1 InboundhappyvibesbyRuchhi permits Clients to reschedule confirmed appointments, subject to the conditions set out in this Clause. Rescheduling is intended to provide Clients with flexibility in circumstances where they are unable to attend their scheduled appointment while preserving the value of their booking.

5.2 Requests for rescheduling must be initiated exclusively through the designated online booking platform made available on the Website. Rescheduling requests communicated through email, telephone or any other mode of communication shall not be accepted for appointments booked through the Website.

5.3 Clients may reschedule a confirmed appointment only if the request is made at least **24 (twenty-four)** hours prior to the scheduled appointment time. Once the **24-hour period** has elapsed, the appointment shall no longer be eligible for rescheduling.

5.4 Rescheduling of appointments shall be subject to the availability of appointment slots displayed on the designated online booking platform at the time the rescheduling request is made. Clients may select any available appointment slot made available through the booking platform.

5.5 InboundhappyvibesbyRuchhi shall not be required to manually schedule appointments, provide customised appointment timings or otherwise accommodate requests for mutually convenient appointment slots in relation to Client-initiated rescheduling requests.

5.6 A confirmed appointment may be rescheduled only once. Upon utilisation of the permitted rescheduling option, no further requests for rescheduling shall be accepted.

5.7 Failure to reschedule an appointment within the timelines prescribed under this Clause shall not entitle the Client to a refund, credit note, adjustment of fees or any alternative appointment slot.

5.8 Rescheduling of an appointment shall not entitle the Client to any refund or reduction in the applicable service fee. The booking amount paid shall continue to apply to the rescheduled appointment only.

5.9 Where a Client elects not to reschedule a confirmed appointment within the period permitted under this Clause, or is unable to secure an available appointment slot through the booking platform, the appointment shall continue to be governed by the cancellation and refund provisions contained in this Policy.

6. No-Shows and Late Arrivals

6.1 Clients are expected to join their scheduled appointment at the date and time confirmed at the time of booking or as subsequently rescheduled in accordance with this Policy. It is the responsibility of the Client to ensure that they are available for the appointment and are able to access the relevant communication platform or mode through which the appointment is to be conducted.

6.2 For the purposes of this Policy, a Client who fails to join or attend a scheduled appointment within *15 (fifteen) minutes* of its scheduled commencement time shall be deemed to be a “No-Show”.

6.3 Upon the expiry of the *15 (fifteen) minute* grace period, InboundhappyvibesbyRuchhi shall have no obligation to conduct the appointment, wait for the Client or otherwise accommodate the missed appointment.

6.4 In the event of a No-Show, the appointment shall be deemed to have been utilised for the purposes of this Policy. No refund, complimentary rescheduling, credit note or adjustment of the applicable service fee shall be provided.

6.5 Clients who join an appointment after its scheduled commencement time but before the expiry of the *15 (fifteen) minute* grace period may be permitted to proceed with the appointment at the sole discretion of InboundhappyvibesbyRuchhi. However, in such circumstance, the scheduled duration of an appointment shall not automatically be extended to compensate for any delay attributable to the Client, and the appointment shall conclude at its originally scheduled end time unless expressly otherwise determined by InboundhappyvibesbyRuchhi.

6.6 InboundhappyvibesbyRuchhi shall not be responsible for any loss of appointment time arising from the Client’s late arrival or failure to join the appointment within the prescribed grace period.

7. Cancellation or Rescheduling by InboundhappyvibesbyRuchhi

7.1 While InboundhappyvibesbyRuchhi shall make every reasonable effort to honour all confirmed appointments, it reserves the right to cancel, postpone or reschedule any Initial Consultation or Tarot Reading Session where the appointment cannot reasonably be conducted due to illness, medical emergencies, unforeseen personal or professional commitments, circumstances beyond its reasonable control or any other circumstance that, in the practitioner's reasonable opinion, makes it impracticable or inappropriate to conduct the appointment as scheduled.

7.2 InboundhappyvibesbyRuchhi shall endeavour to notify the Client of any cancellation or rescheduling at the earliest reasonably practicable opportunity using the contact details provided by the Client during the booking process. The Client acknowledges that certain circumstances necessitating cancellation or rescheduling may arise unexpectedly and may not permit advance notice.

7.3 Where an appointment is cancelled or rescheduled by InboundhappyvibesbyRuchhi, reasonable efforts may be made to accommodate the Client by offering an alternative appointment slot without any additional charge.

7.4 For the purposes of rescheduling an appointment, InboundhappyvibesbyRuchhi may request the Client to provide their preferred dates, availability or any other information reasonably necessary to facilitate the rescheduling process. The Client shall cooperate in

good faith and provide accurate and timely responses for the purposes of scheduling an alternative appointment.

7.5 Any alternative appointment slot offered by InboundhappyvibesbyRuchhi shall be subject to the practitioner's working hours, existing appointments, professional commitments and operational feasibility. Nothing contained in this Policy shall be construed as creating an obligation on InboundhappyvibesbyRuchhi to accommodate every date or time requested by the Client.

7.6 InboundhappyvibesbyRuchhi reserves the right to determine the manner and extent of the rescheduling process, including the number of alternative appointment slots that may be offered, having regard to the facts and circumstances of each case.

7.7 InboundhappyvibesbyRuchhi shall not be obligated to indefinitely continue the rescheduling process or repeatedly offer alternative appointment slots where reasonable efforts have already been made to accommodate the Client's availability and circumstances.

7.8 The consequences of cancellation or rescheduling initiated by InboundhappyvibesbyRuchhi, including the circumstances in which a refund may or may not be provided, shall be governed by Clause 9 of this Policy.

7.9 Except as expressly provided under this Policy, InboundhappyvibesbyRuchhi shall not be liable for any indirect, incidental or consequential losses arising solely on account of the cancellation, postponement or rescheduling of an appointment.

8. Technical Issues

8.1 While InboundhappyvibesbyRuchhi shall endeavour to conduct all appointments in a smooth and uninterrupted manner, the Client acknowledges and agrees that technical issues, connectivity failures or interruptions may arise before or during an appointment despite reasonable precautions being taken by either party.

8.2 Technical issues may include, without limitation:

- (a) unstable internet connectivity;
- (b) hardware or software malfunction;
- (c) failure of third-party communication platforms;
- (d) audio or video issues;
- (e) telephone network interruptions or device failures;
- (f) power outages; or
- (g) any other technical issue beyond the reasonable control of the parties that adversely affects the conduct of an appointment.

8.3 In the event of any technical issue affecting an appointment, InboundhappyvibesbyRuchhi shall have the sole discretion to determine the most appropriate course of action having regard to the nature and extent of the technical issue and the circumstances of the appointment.

8.4 Without prejudice to the foregoing, InboundhappyvibesbyRuchhi may, where reasonably practicable, elect to continue the appointment through an alternative mode of communication, including but not limited to an audio call, telephone call or any other suitable platform or medium.

8.5 Technical issues arising during an appointment shall not, by themselves, entitle the Client to a repeat session, recommencement of the appointment, extension of the scheduled appointment duration or the continuation of the remaining portion of the appointment at a later date.

8.6 InboundhappyvibesbyRuchhi shall not be obligated to postpone or reschedule an appointment solely on account of technical issues where it reasonably determines that the appointment can be conducted or substantially completed through an alternative mode of communication or any other reasonable arrangement. However, if the appointment cannot reasonably be completed despite such efforts, InboundhappyvibesbyRuchhi may, having regard to the circumstances of the interruption and the extent of the session already conducted, determine the most appropriate course of action or otherwise deal with the appointment in accordance with this Policy.

8.7 The consequences of technical issues, including the circumstances in which a refund may or may not be provided, shall be governed by Clause 9 of this Policy.

8.8 The determination made by InboundhappyvibesbyRuchhi regarding the appropriate manner of proceeding with an appointment affected by technical issues shall be final and binding for the purposes of this Policy.

9. Refunds

9.1 InboundhappyvibesbyRuchhi adopts a limited refund policy having regard to the nature of the Services offered through the Website. The Services provided by InboundhappyvibesbyRuchhi are appointment-based and involve the reservation of dedicated time slots and the allocation of time, effort and resources exclusively for individual Clients. Accordingly, refunds shall only be provided in the circumstances expressly contemplated under this Policy or where otherwise required under applicable law.

9.2 Clients acknowledge and agree that upon confirmation of a booking, the relevant appointment slot is reserved exclusively for the Client and is no longer available for booking by other individuals. Clients are therefore encouraged to carefully consider their availability and commitment before confirming a booking through the Website.

9.3 Except as otherwise expressly provided under this Policy, refunds shall not be provided in the following circumstances:

- (a) where the Client voluntarily cancels a confirmed appointment;
- (b) where the Client fails to reschedule an appointment in accordance with the timelines and conditions specified under this Policy;
- (c) where the Client is deemed to have made a No-Show or otherwise fails to join or attend the scheduled appointment within the applicable grace period;

- (d) where reasonable efforts have been made by InboundhappyvibesbyRuchhi to accommodate the Client and reschedule an appointment following cancellation or rescheduling initiated by InboundhappyvibesbyRuchhi, but the Client is unwilling or unable to proceed with the alternative appointment offered;
- (e) where technical issues do not otherwise warrant a refund under the circumstances of the particular case; and
- (f) where a refund is expressly excluded under any other provision of this Policy.

9.4 Refunds may be provided where:

- (a) where, having regard to the facts and circumstances of a particular case, InboundhappyvibesbyRuchhi determines, in its sole discretion, that the provision of a refund is fair, reasonable or otherwise appropriate;
- (b) a refund is otherwise expressly contemplated under this Policy; or
- (c) a refund is required to be provided under applicable law.

9.5 Nothing contained in this Policy shall be construed as creating an automatic or unconditional entitlement to a refund merely because an appointment has been cancelled, rescheduled, interrupted or otherwise affected by circumstances beyond the control of either party. Refund eligibility shall, in all cases, be determined in accordance with the provisions of this Policy.

9.6 Approved refunds shall be processed only to the original mode of payment used by the Client at the time of booking. Refunds shall not be processed to any alternate bank account, payment instrument or third party.

9.7 Approved refunds shall ordinarily be processed within ten (10) business days from the date on which the refund is approved by InboundhappyvibesbyRuchhi. However, the actual credit of the refunded amount shall remain subject to the processing timelines of the relevant payment service provider, bank or financial institution.

9.8 Nothing contained in this Policy shall limit or restrict any rights or remedies that may be available to a Client under applicable law.

10. Amendments to this Policy

10.1 InboundhappyvibesbyRuchhi reserves the right to amend, modify or update this Refund & Cancellation Policy from time to time to reflect changes in its business practices, operational requirements, applicable laws or regulatory requirements.

10.2 Any amendment to this Policy shall become effective upon its publication on the Website, unless otherwise expressly stated.

10.3 Any amendment to this Policy shall apply prospectively and shall not affect appointments confirmed prior to the effective date of such amendment, unless the amendment is required under applicable law.

11. Contact Us

11.1 For any queries relating to bookings, cancellations, rescheduling or refunds, or for any clarification regarding this Policy, you may contact InboundhappyvibesbyRuchhi using the details below:

Email: connect@inboundhappyvibesbyruchhi.com

Phone: +91 95998 56034

Business Hours: 11 AM- 7 PM (Monday- Saturday)

11.2 Requests relating to refunds or any other queries under this Policy may be submitted through the contact details specified above together with sufficient information to enable InboundhappyvibesbyRuchhi to identify and verify the relevant booking. Clients are requested to quote their booking reference or registered email address in all communications relating to refunds or other appointment-related queries to facilitate prompt processing.

11.3 Cancellation and rescheduling requests for appointments booked through the Website must be made exclusively through the designated online booking platform in accordance with Clauses 4 and 5 of this Policy and shall not be accepted through email, telephone or any other mode of communication.

11.4 InboundhappyvibesbyRuchhi shall endeavour to respond to all queries and requests as soon as reasonably practicable. However, response times may vary depending upon the nature of the request and the information required for its verification and resolution.