

## **Returns & Refunds Policy**

You are entitled to cancel your consultation 48 hours prior to the slot booked. You will receive reimbursement of the amount in full if you cancel during the time stipulated above. If the time goes beyond the 48 hours then there will be no refund made. The entire amount will either be forfeited or you can choose to move your appointment date to the next mutually available date.

In order to exercise your right of cancellation, you must inform us of your decision by means of a clear statement by emailing us at [proma.nautiyal@gmail.com](mailto:proma.nautiyal@gmail.com) and referring to the date and time you wish to cancel.

You can inform us of your decision by e-mail [proma.nautiyal@gmail.com](mailto:proma.nautiyal@gmail.com)

We will reimburse you no later than 7 working days from the day on which we receive your communication for cancellation. If you choose to reschedule your appointment, note that the same amount will be carried forward and no refund will be made.

We will use the same means of payment as you used for the order, and you will not incur any fees for such reimbursement.

### **Conditions for returns:**

In order for the goods to be eligible for a return, please make sure that:

- You cancel the appointment 48 hours before the time and date of consultation.
- You have communicated the same to us clearly over email stating the date and time of the appointment you wish to cancel.

We reserve the right to refuse cancellations that does not meet the above return conditions at our sole discretion.

### **Returning/Refunding Digital Goods (ebooks, templates)**

Please note that digital goods like ebooks, templates, or any other products of these nature do not qualify for returns/refunds once sold.

### **Contact Us**

If you have any questions about our Returns and Refunds Policy, please contact us by e-mail [proma.nautiyal@gmail.com](mailto:proma.nautiyal@gmail.com)