

Refund and Appointment Cancellation Policy

Refunds

To be eligible for a refund (after deducting service charges) you must request the refund within 24 hours from the time of payment and prior to making an appointment. Once you book an appointment after making the payment you are not eligible to request a refund. A Refund fee of 10% will be deducted.

To complete your REFUND, we require the receipt or proof of deposit made by the customer. All refunds will be made to the account of a Licensed Commercial Bank of Sri Lanka, which (the account details) will be provided to us by the customer. Refunds will be affected, only in Sri Lankan Rupees.

Notifications

Once your REFUND is inspected, we will send you an email/SMS to notify you that we are reviewing your REFUND request. We will also notify you of the approval or rejection of your request for a refund.

If you are approved, then your refund will be processed, and the relevant amount of refund will be credited to your credit/debit card or to the original method of payment, within a maximum period of 10 business days.

Points to ponder in a delay of Refunds

- If you haven't received a refund yet, first recheck your bank account.

- Please contact your credit/debit card service provider since, a processing time will be consumed for a refund to be effective.
- Please contact your bank, if you are yet to receive the refund.

If you've done all the above steps and you are still yet to receive the refund, please contact us at kcjastrokemist@gmail.com and on +94771620070/+94702620070.

Appointment Cancellations

Once an appointment is reserved and confirmed, there will be no cancellations or rescheduling offered. Similarly, a no-show will incur a 100% (One hundred percent) charge of the scheduled service. If the customer informs us of their inability to attend the appointment at least 24 hours in advance, they may arrange for someone else to attend the session on their behalf.

If the business must cancel a scheduled appointment, the customer will be promptly notified and will be entitled to a refund of any payments made. This policy is implemented to ensure customer satisfaction while maintaining the integrity of our services. The business reserves the right to cancel appointments under circumstances deemed necessary and apologizes for any inconvenience this may cause.

In the event of circumstances beyond our control, including but not limited to natural disasters, pandemics, Government Regulations, strikes, labor disputes, acts of war, terrorism, fire, flood, breakdown of telecommunication network or any other event which could be classified as a "force majeure" event, we reserve the right to cancel, postpone, or reschedule appointments without prior notice.

We will make reasonable efforts to notify the affected customers at the earliest

convenience, but we are not liable for any losses, costs, or damages incurred due to appointment changes or cancellations caused by such events. Refunds or rescheduling options will be offered at our discretion in the above context, depending on the nature of the event and its impact on our services.