

## **Return/ Refund Policy**

Payment once made shall not be refunded unless the counselling does not happen due to unavailability of counsellor and Exvice Wellness is unable to reschedule the consultation within 4 hours of appointment time.

### **Refund Process:**

In such cases, customer has to send an email for refund to [care@exvicewellness.com](mailto:care@exvicewellness.com) along with payment details, bank details for sending refund and reason for refund. Exvice Wellness will endeavor to process such refund directly to customer's bank account within 7 working days (after confirming with the expert).

### **Payments**

Payments towards Services available on the Platform can be made as per the below payment options, (some Services may be available with only one option (either Cash on delivery/collection or online payment) or with both payments options)

#### **Payment Option 1**

Cash on collection/Cash on delivery

#### **Payment Option 2**

Available Online Payment Mechanisms on the Platform (Like debit cards, credit cards, internet banking, e-wallets etc.) through payment gateways and payments are processed as per the terms and conditions of respective payment gateway service provider(s). User(s) are advised to read and understand those terms and proceed with making payment only if such terms and conditions are acceptable to them.