

## **\*\*Pristine Services Online Consultation Refund/Return Policy\*\***

At Pristine Services, we are committed to providing high-quality online consultations to our clients. We understand that there may be circumstances where you need to request a refund. To ensure transparency and clarity, we have established the following refund/return policy for consultations booked and paid through our website.

### **\*\*1. Policy Overview\*\***

Our refund/return policy is designed to be straightforward and easy to understand. We strive to maintain a high level of customer satisfaction and believe that a clear policy helps in addressing any concerns effectively. This policy is visible across all pages of our website, including the footer, and on the page where you book your consultation.

### **\*\*2. Refund Eligibility\*\***

- **\*\*Request Timing:\*\*** Refund requests must be submitted within 24 hours after the consultation booking. Requests made after this period may not be eligible for a refund unless under exceptional circumstances.
- **\*\*Service Issues:\*\*** Refunds may be requested if the consultation service was not provided as described or if the service was not received. Please ensure you contact us within 24 hours of the scheduled consultation if you experience any issues.
- **\*\*Customer Mistakes:\*\*** If you have made an error in scheduling or payment, we will do our best to accommodate your request. However, refunds may not be granted for mistakes made by the customer unless under exceptional circumstances.

### **\*\*3. Refund Process\*\***

- **\*\*Submission:\*\*** To request a refund, please contact our support team through the contact form on our website or via the email address provided on your booking confirmation.
- **\*\*Processing Time:\*\*** Once your refund request is received, we will review it and respond within 3 business days. Approved refunds will be processed within 7 business days.
- **\*\*Refund Method:\*\*** Refunds will be issued to the original payment method used during the booking.

### **\*\*4. Policy Compliance\*\***

- **\*\*Visibility:\*\*** Our refund policy is prominently displayed on each consultation

booking page and in the footer of our website. We ensure that it is accessible and visible to avoid any disputes or complaints.

- **Legal Compliance:** We adhere to all applicable laws and regulations regarding refunds and returns. Our policy is designed to be compliant with these requirements to protect both our clients and our business.

#### **5. Customer Satisfaction**

At Pristine Services, we value our clients and their satisfaction is our priority. Offering refunds or assistance is a way for us to maintain our reputation and ensure that our clients have a positive experience with our services. If you encounter any issues, please reach out to us, and we will do our best to resolve them promptly.

#### **6. Policy Updates**

We may update this refund/return policy from time to time. Any changes will be posted on our website, and we encourage you to review the policy periodically.

For any questions or concerns regarding our refund/return policy, please contact our support team.

Thank you for choosing Pristine Services. We appreciate your business and look forward to serving you.