

Refund and Cancellation policy

This refund and cancellation policy outlines how you can cancel or seek a refund for a travel related product listed on the platform or a service that you have purchased through the Platform. Under this policy:

1. Cancellations will only be considered if the request is made **1 days** of placing the order. However, cancellation requests may not be entertained if the orders have been communicated to such sellers / merchant(s) listed on the Platform and they have initiated the process of shipping the products, or the product is out for delivery. In such an event, you may choose to reject the product at the doorstep.
2. **KlearPath Travels Pvt Ltd.** does not accept cancellation requests for perishable items like flowers, eatables, etc. even if such products are sold by the sellers / merchants listed on the Platform. However, the refund / replacement can be arranged with the seller / merchant if the user establishes that the quality of the product delivered is not good.
3. In case of receipt of damaged or defective items, please report to the respective seller / merchant. The request would be entertained once the concerned seller/ merchant has checked and determined the same at its own end. This should be reported within **1 days** of receipt of products.
4. In case you feel that the product received is not as shown on the site or as per your expectations, you must bring it to the notice of the respective seller/merchant within **1 days** of receiving the product. The seller / merchant, after looking into your complaint will take an appropriate decision.
5. In case of complaints regarding the products that come with a warranty from the manufacturers, please refer the issue to them.
6. In case of any refunds approved by **KlearPath Travels Pvt Ltd.**, it will take **5 days** for the refund to be processed to you.