

## **Refund policy & cancellation policy**

### **RETURNS**

We will not entertain any cancellation request or retreat request after 48 hours of payment. If cancellation is done then we will refund the entire amount via same source within 07 to 10 working days.

If the customer has paid twice for one transaction, the one transaction amount will be refunded via same source within 07 to 10 working days.

There are certain situations where only partial refunds are granted: (if applicable)

### **Exchanges**

Before purchasing event tickets, carefully review your details. [Rotary District 3011](#) will be unable to process exchanges after a ticket has been purchased or for lost, stolen, damaged or destroyed tickets.

### **Delivery**

Howrah Town Diabetes Study Society offers multiple delivery options. The options may vary from for different events. Currently the following delivery options are available-

- **Email confirmation:** Your booking confirmation will be sent via an email.
- **SMS Notification.**

### **Cancelled/Postponed Events**

Occasionally, events or seminars are cancelled or postponed. Should this occur, we will attempt to contact you and refund the amount as per the policy of the organizer.

### **Customer Care**

If you need help regarding your order or any other issue, We guarantee a response time of two working days and you can contact us at [rakeshtalwar21@gmail.com](mailto:rakeshtalwar21@gmail.com) to reach our customer service department.

### **Late or missing refunds (if applicable)**

If you haven't received a refund yet, first check your bank account again.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [rakeshtalwar21@gmail.com](mailto:rakeshtalwar21@gmail.com)

### **Sale items (if applicable)**

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.