



Cancellation & Refund Policy

Effective Date: 1 May 2025

Last Updated: 10 August 2025

1. Introduction

Strings Social, acting as the *deemed supplier* on the platform, collects the full service amount at the time of booking. However, these funds are **not released to the Provider (Supplier)** until the service has been successfully delivered and formally acknowledged by the Consumer.

This Safe approach ensures:

- **Fair treatment for Consumers**, who are protected against incomplete or poor-quality service
 - **Fair treatment for Providers**, who are guaranteed payment once services are delivered and acknowledged.
 - **A secure and trustworthy transaction process**, safeguarding both parties and maintaining transparency across the platform.
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2. Consumer Cancellations & Penalty Structure

The following rules apply only when a **Consumer** cancels a confirmed booking. Penalty conditions are applied in strict priority order.

Case A: Same-Day Bookings

(Booking Date = Execution Date)

- **Within 30 minutes of booking:** 0% penalty (Full refund).
- **After 30 minutes but before service start:** 40% penalty.



Case B: Future-Dated Bookings

(Booking Date ≠ Execution Date)

- **Within 2 hours of booking:** 0% penalty (Full refund).
- **Cancellation on day of service, before start:** 40% penalty.
- **If less than 12 hours left to start:** 30% penalty (unless 2-hour rule applies).
- **Between 2h–12h of booking:** 10% penalty.
- **After 12h of booking:** 20% penalty.

⚠ *Note: The system evaluates conditions in the above priority order. Once a condition applies, lower ones are ignored.*

3. Provider Cancellations

When a **Provider** cancels a confirmed booking:

- The **Consumer** is entitled to a 100% refund.
 - The **Provider** will incur a **10% penalty** on the total service value, deducted from their next payout.
 - Repeated cancellations may result in warnings, temporary suspensions, or account deactivation.
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4. No-Shows & Late Attendance

- **Consumer No-Show:** If the Consumer does not appear after 30 minutes of the scheduled service start, the Provider may report a no-show. After verification, the Provider will receive full payment, and no refund will be issued to the Consumer.
- **Provider No-Show:** If the Provider fails to attend or cancels at the last minute, the Consumer will receive a 100% refund, and the Provider will be charged a 10% penalty.

NOTE - Check-In feature mentioned below will help resolve any no show disputes.



5. Aborted Services (During Execution)

Once a session has started, either party may choose to abort it. Responsibility lies with the party initiating the abort.

- **Provider Aborts:**
 - 10% penalty on payout (capped to 30% after three or more abortions within the same month).
 - Consumer receives a full refund.
- **Consumer Aborts:**
 - Penalty applied based on monthly abort count (see table below).

Consumer Abort Penalty Tiers (Monthly Reset)

Abort Count (Month)	Penalty (%)	Refund to Consumer	Notes
1st Abort	10%	90% refund	Considered genuine dissatisfaction
2nd Abort	20%	80% refund	Discourages repeat misuse
3rd Abort	30%	70% refund	Stronger deterrent
4th Abort	40%	60% refund	Stronger deterrent
5th+ Abort	50%	50% refund	Maximum penalty applied

6. Refund Settlement Process

- Refunds are issued to the original payment method (subject to availability) and settled based refund settlement cycle of the PG company, which is usually 5-7d
 - A **2% transaction fee** may be deducted from the refund amount.
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7. Dispute Resolution

Disputes arise when either party contests service quality, timing, fulfilment, or payments.

- Either Consumer or Provider may raise a dispute via the platform.
 - Strings Social will review and adjudicate as per the official **[Dispute Resolution Policy]**, initially all disputes will be manually managed by Strings.
 - In exceptional cases, dispute decisions may override automatic penalties or refunds.
 - All resolutions are binding.
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8. Abuse Prevention & Exceptions

To preserve fairness, Strings Social monitors misuse of cancellation or refund rules. Actions may include:

- Account warnings, suspension, or termination.
- Restriction of future bookings or payouts.

We also recognize genuine emergencies. Users may contact support, and exceptions may be made at our discretion.

9. Rescheduling Services

Both Consumers and Providers may request to reschedule in emergencies.

- The new schedule must be proposed through the app and **accepted by the other party**.
 - If the request is declined, the original schedule remains valid.
 - If neither party attends at the original time, **standard no-show rules apply**.
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10. Check-In Requirement (Location & Time Logging)

To ensure fairness and minimize disputes, both Consumers and Providers are required to check-in before the scheduled service start.

- **Check-In Window:**
 - Check-in must be completed within 30 minutes prior to the scheduled service start time.
 - Check-in records include location and timestamp, verified through the Strings Social app.
 - **Purpose of Check-In:**
 - Confirms service readiness and attendance.
 - Provides proof for resolving any future disputes regarding no-shows, lateness, or abortions.
 - Protects both parties by ensuring accountability.
 - **Failure to Check-In:**
 - If Consumer fails to check-in, Provider may report a no-show, and penalties as per Section 4 will apply.
 - If Provider fails to check-in, Consumer may claim a Provider no-show, and penalties as per Section 4 will apply.
 - Dispute resolution decisions may override penalties in exceptional cases.
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11. Contact Information

For queries or support regarding cancellations or refunds, please contact:

 **Email:** info@exentrea.com

 **Address:** Exentrea Private Limited, Worli, Mumbai, India