

Cancellation & Refund Policy

Effective Date: 1st May 2025

Last Updated: 25th May 2025

⚠ These rules are evaluated in the exact priority order listed. If a higher-priority condition is satisfied, lower ones are skipped.

1. General Overview

Strings Social uses a secure escrow-based payment system. When a booking is confirmed, the service fee is held in escrow until the service is successfully completed. In case of a consumer-initiated cancellation, a percentage of the booking amount may be deducted as penalty based on how early or late the cancellation is made relative to the scheduled service time.

2. Cancellation Timing & Penalty Structure

The following penalty rules apply only when a Consumer cancels a confirmed booking:

CASE A: Same-Day Bookings (Booking Date = Execution Date)

- Booking cancelled within 30 minutes: 0% Penalty (Full refund, takes top priority).
- Booking cancelled after 30 minutes but before service start: 40% Penalty.

CASE B: Future-Dated Bookings (Booking Date ≠ Execution Date)

- Booking cancelled within 2 hours of booking: 0% Penalty (Full refund, top priority).
- Booking cancelled on the day of execution but before service start: 40% Penalty.
- If time left to service start is less than 12 hours: 30% Penalty (if 2-hour rule doesn't apply).
- Booking cancelled between 2h–12h of booking: 10% Penalty.
- Booking cancelled after 12h of booking: 20% Penalty.

3. Provider Cancellations

If a Provider cancels a confirmed booking:

- The Consumer is eligible for a 100% refund.
- The Provider will be charged a 10% penalty on the total service value, which may be deducted from their wallet or next payout.
- Repeated cancellations may result in warnings, temporary suspension, or account deactivation.

4. No-Shows & Late Attendance

- If the Consumer does not show up within 30 minutes of the scheduled service time, the Provider may report a no-show. Upon review, the Provider is eligible to receive full payment, and no refund will be issued to the Consumer.
- If the Provider is absent or cancels at the last minute, the Consumer will receive a 100% refund, and the Provider will be charged a 10% penalty.

5. Aborting the service during Service Execution

Once a session has been started, either the Consumer or the Provider may choose to abort it before completion. The following rules apply:

- The party who aborts the session is held responsible.

- **If the Provider aborts:** A 10% penalty is deducted from their payout and after two aborts the penalty would be 20% with monthly resets. The Consumer will receive a full refund.

- **If the Consumer aborts:**

- Within the first 15 minutes: A dynamic penalty is applied based on the number of aborts that month (see table below).

- After 15 minutes: A 100% penalty applies, and no refund will be granted.

- Aborted sessions do not qualify for ratings or completion-based payouts.

Penalty Structure (Consumer Aborts - Dynamic Monthly Tiers):

Abort Count This Month	Penalty (%)	Refund to Consumer	Notes
1st Abort	10%	90% refund	Treated as genuine dissatisfaction
2nd Abort	25%	75% refund	Reduced refund to prevent repeat misuse
3rd Abort	40%	60% refund	Significant penalty to discourage abuse
4th Abort or more	50%	50% refund	Maximum penalty until counter resets

5. Refund Process & Wallet Settlements

- Refunds (post-penalty) are returned to the Consumer's Strings Wallet or original payment method, depending on availability.

- Escrow settlements occur after penalty is applied, and any remaining balance is transferred to the Service Provider.

6. Dispute Resolution

A 'dispute' refers to a disagreement between a Consumer and a Provider regarding service quality, timing, fulfillment, or payment.

In such cases, either party may initiate a formal dispute. Disputes will be reviewed and resolved in accordance with Strings Social's official [Dispute Resolution Policy].

Final decisions made under this policy shall be binding and may override automatic penalty or refund rules in exceptional circumstances.

7. Abuse & Exceptions

We want the platform to be fair for everyone. If we notice that someone is misusing the booking or cancellation system to avoid penalties or gain unfair advantage, we may take actions such as suspending the account or limiting future access.

That said, we understand life happens — in case of genuine emergencies, just reach out. We'll review the situation and handle it with care and flexibility where appropriate.

8. Rescheduling Services

In case of last-minute emergencies or unexpected issues, both Consumers and Providers are allowed to reschedule a service.

- The new schedule must be proposed through the app and accepted by the other party.
- If the other person does not accept the proposed time, the service will proceed as per the originally scheduled time.
- If neither party attends at the original time, standard no-show rules and penalties may apply.

9. Contact Us

For help with cancellations or refunds, contact:

Email: support@exentrea.com

Address: Worli, Mumbai, India