

Cancellation Policy

Effective Date: 05-01-2025

At Wonder Wash Pvt Ltd, we aim to offer flexible and user-friendly cancellation options to all our customers while ensuring operational efficiency for our team. This Cancellation Policy outlines the terms under which service orders can be canceled and the applicable rules or charges, if any.

By placing an order through the Wonder Wash Pvt Ltd mobile app, website, or through our customer support, you agree to the following cancellation terms.

1. Order Cancellation by Customers

a. Before Pickup

- You can cancel your service request free of charge anytime before the pickup is confirmed or scheduled.

- Cancellation can be done directly through the Wonder Wash Pvt Ltd app or by contacting our customer support team.

b. After Pickup is Scheduled but Before Pickup Occurs

- If the pickup is already scheduled but not yet completed, cancellation must be done at least 1 hour before the scheduled pickup time.

- Failure to cancel within the allowed time may result in a pickup visit charge depending on the zone or operational cost.

c. After Pickup is Completed

- Once your garments have been picked up, cancellation is no longer permitted.

- If you do not wish to continue with the service after pickup, you may still request for return of your clothes without cleaning, subject to payment of pickup and handling Charges.

- Any promotional discounts used in the order will be voided upon cancellation after pickup.

2. Service Delay or Cancellation by Wonder Wash Pvt Ltd

We reserve the right to cancel or delay service orders in the following situations:

- Inability to access your location for pickup or delivery
- Unavailability of required services or special handling equipment
- Natural disasters, public holidays, lockdowns, or other force majeure events
- Safety or security concerns for delivery personnel
- Suspicious or fraudulent transactions

In such cases, we will notify you promptly, and a full refund will be processed (if any payment has already been made).

3. Refund for Canceled Orders

a. Prepaid Orders

If you cancel a prepaid order within the permitted window (i.e., before pickup), a full refund will be processed to your original mode of payment within 5–10 business days.

b. Partially Canceled Orders

If you cancel part of your order, the refund will be adjusted proportionally after deducting any applicable charges.

c. Refund Method

Refunds will be issued to the original payment method (UPI, Card, Net Banking, Wallet, etc.) used at the time of booking.

4. Cancellation of Subscriptions or Package Services (If Applicable)

If you have purchased a laundry package or subscription plan:

- You can cancel your subscription anytime through the app or customer service.

- Refunds for unused credits will be considered only if cancellation is requested within 7 days of purchase and no service has been used.

- No refund will be provided for subscriptions partially used or expired.

5. No-Show Policy

If the customer is not available at the given address during pickup or delivery despite confirmation:

- A no-show charge may apply.

- Re-attempts will be scheduled based on availability and may be subject to extra charges.

6. How to Cancel an Order

You can cancel your service order through the following methods:

- Mobile App: Go to "My Orders" → Select the Order → Tap "Cancel Order"

- Customer Support: Call or email us with your Order ID and reason for cancellation.

We recommend contacting us as soon as possible to avoid any inconvenience or charges.

7. Contact Us

For any questions regarding cancellations, please reach out to:

Wonder Wash Pvt Ltd No.83/1, Soundarya Paramount Complex, 5th Cross, Malleswaram, Bangalore - 560003 Email: customercare@wonderwash.in

Website: www.wonderwash.in