

Return and Refund Policy

Effective Date: 05-01-2025

At Wonder Wash Pvt Ltd, customer satisfaction is our highest priority. We are committed to providing high-quality laundry and dry-cleaning services. However, if you are not satisfied with any part of our service, we will do our best to resolve your concern.

This Return and Refund Policy outlines the conditions under which returns, reprocessing, or refunds may be issued.

1. Scope of This Policy

This policy applies to all orders and services availed through:

- The Wonder Wash Pvt Ltd mobile application (Android & iOS)
- The Wonder Wash Pvt Ltd website (www.wonderwash.in)
- Any directly authorized partner or agent of Wonder Wash Pvt Ltd

2. Return or Reprocessing of Garments

We do not accept traditional "returns" since we provide a service rather than a physical product. However, in the event you are dissatisfied with the quality of our service (e.g., stains not removed, improper ironing, damage during handling), the following steps will apply:

a. Reprocessing

- You must report the issue within 24 hours of receiving the garments.
- The item(s) must not have been worn or used after delivery.
- We will inspect the garment(s) and reprocess them free of charge if the claim is found valid.

- Pickup and delivery for reprocessing will be scheduled based on availability.

b. Damage Claims

• If you believe your item was damaged during the service, you must notify us within 48 hours of delivery.

- Damage includes: tears, shrinkage, discoloration, or permanent staining.
- Claims will be investigated by our quality team. If verified, compensation will be made as per our liability clause (See below).

3. Refund Policy

Refunds are applicable under the following circumstances:

a. Service Not Rendered

If we are unable to provide the service (e.g., due to technical issues, pickup failure, or cancellation on our end), a full refund will be initiated within 5–7 business days.

b. Duplicate Payments

If a customer is accidentally charged twice for the same order, the excess amount will be refunded after verification.

c. Unsatisfactory Service

In cases where reprocessing is not possible or the service falls below acceptable standards (determined after internal review), a partial or full refund may be offered at our discretion.

4. Refund Method

Refunds will be processed through the original mode of payment used during the transaction:

- UPI
- Debit/Credit Card
- Wallet
- Net Banking

Depending on your bank or payment service provider, the credit may take 5–10 business days to reflect in your account.

5. Non-Refundable Scenarios

No refund or reprocessing will be provided under the following conditions:

- Garments have been used/worn after delivery.
- Issues are reported after the specified claim window (24–48 hours).
- Damage or dissatisfaction is due to factors not related to our service (e.g., poor garment quality, pre-existing damage).
- Personal dissatisfaction without any service error.

6. Liability for Damaged Garments

While we take utmost care, Wonder Wash Pvt Ltd's liability for any damage caused to garments shall not exceed:

- Ten (10) times the service cost of the item, OR
- The depreciated value of the garment, whichever is lower.

Garments deemed high-value or delicate must be declared in advance. We reserve the right to refuse service for items with high damage risk.

7. Process for Raising a Complaint

To raise a return, reprocessing, or refund request, please follow these steps:

1. Contact our support team via email or app within 24–48 hours of delivery.
2. Share your order ID and a clear description of the issue.
3. Provide photos or video proof, if applicable.
4. Our team will investigate and respond within 3 working days.

8. Contact Us

For all refund and service-related queries, please contact:

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

Website: www.wonderwash.in