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**CANCELLATION AND REFUND POLICY**

**1. Cancellations**

1.1. Clients may cancel their service request within a certain period (e.g., 24 hours) from placing the order, provided that the Vendor or Partner has not yet begun providing the requested service.

1.2. Vendors and Partners may cancel an accepted service request under exceptional circumstances, subject to approval by Sustainr.

**2. Refunds**

2.1. If a Client cancels a service request within the allowed cancellation period and the Vendor or Partner has not yet begun providing the service, the Client will be eligible for a full refund.

2.2. If a Vendor or Partner cancels an accepted service request, the Client will be eligible for a full refund.

2.3. If a service is not provided to the Client as described, the Client may be eligible for a refund, subject to review by Sustainr.

2.4. Refunds will be processed through the original method of payment within a certain number of business days (e.g., 5-7 business days).

**3. No Refunds**

3.1. No refunds will be provided for cancellations made after the allowed cancellation period.

3.2. No refunds will be provided if the Vendor or Partner has begun providing the service, unless the service is not provided as described.

3.3. No refunds will be provided for completed services that were provided as described.