



Refund Policy

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Introduction

We acknowledge that at times, you may need to return a product or service that you've purchased for a variety of reasons. Whether it's because the product didn't meet your expectations or the service wasn't delivered as promised, it's important to have a clear understanding of the refund policy in place.

This refund policy is a set of guidelines that outlines the terms and conditions for returning and receiving a refund for a product or service. This policy is designed to protect both the client and the business, ensuring that the process is fair and transparent for everyone involved.

In this refund policy, we will provide you with all the necessary information you need to know about our refund process, including the circumstances under which we offer refunds, how to request a refund, and any other important details you should be aware of.

Terms

1. Cancellation

If you need to cancel or reschedule your booking, please contact us as soon as possible. Depending on the service and the time of cancellation, cancellation fees may apply.

2. Refunds

We offer refunds in the following circumstances:

- **Service Not Rendered:** If we are unable to provide the service as agreed upon, we will refund your payment in full.
- **Dissatisfaction with Service:** If you are not satisfied with the service provided, we will work with you to address your concerns and may offer a partial or full refund at our discretion.

- **No Show:** If you fail to show up for a scheduled service, we will not offer a refund.

3. Refund Process

If you are eligible for a refund, we will process the refund within 21 days of receiving your request. Refunds will be issued to the original payment method used for the booking unless other arrangements are agreed upon.

4. Cancellation Fees

Cancellation fees may apply for certain services, depending on the time of cancellation:

- **Five (5) or more before the scheduled service:** No fee.
- **Less than five (5) days but more than 24 hours before the scheduled service:** 50% of quoted service fee.
- **Less than 24 hours before the scheduled service:** 95% of quoted fee.

5. Changes to Bookings

We understand that plans can change, and we will do our best to accommodate any changes to your booking. However, changes may be subject to additional fees or cancellation fees, depending on the nature of the change and the time of notification.

6. Agreement

By engaging the services of *Fran Watson Elite Solutions*, you acknowledge and agree to the terms as outlined in this policy.

7. Contact

If you have any questions or concerns about this policy, please contact us at admin@fwelitesolutions.com.au