

CANCELLATION & REFUND POLICY

Last Updated: 03/09/2026

Servepro Hospitality and Facility Private Limited. provides professional hospitality, housekeeping, facility management and related services. Cancellation and refund requests for services will be handled according to the agreed service terms, quotation, work order, service agreement or contract.

Cancellation of Services

- Cancellation requests must be communicated to Servepro in writing through the official contact details provided on our website.
- Cancellation of a service may be accepted depending on the nature of the service, service commencement status and the terms agreed with the customer.
- Once manpower, resources, equipment or other arrangements have been deployed for the service, cancellation may be subject to applicable charges as agreed in the quotation, work order or service agreement.
- For recurring or contract-based services, the applicable notice period for cancellation will be as specified in the respective service agreement or contract.

Refunds

- If a service has not been provided due to reasons attributable to Servepro, the customer may be eligible for a refund, subject to the terms agreed for that particular service.
- Where a service has already been provided, completed or partially provided, refund eligibility will be determined based on the service agreement and the actual services delivered.
- Any approved refund will be processed within the applicable period communicated by Servepro.
- Refunds, where applicable, will normally be made through the original payment method or another mutually agreed method.

Service Complaints

If you have any concern regarding the quality or delivery of a service, please contact our customer support/service team with details of the issue. We will review the matter and take appropriate action based on the applicable service agreement.

Important: Your PDF's original cancellation policy is written mainly for products/orders, including damaged products, perishable goods and manufacturer warranties. Those clauses should not be copied into Servepro's policy because they don't apply to your service-only business.