

Refund & Cancellation Policy

Last updated: 01/08/2025

At Rapidit, we strive to ensure a smooth booking experience for our Users. This Refund & Cancellation Policy explains how cancellations and refunds are handled.

Cancellation by User

- Bookings cancelled **before confirmation** will not be charged.
- If you cancel **after confirmation but before service start**, a cancellation fee may apply.
- If you cancel **after the Expert has reached your location**, you may be charged up to the full booking amount.

Cancellation by Rapidit/Expert

- If Rapidit or the Expert cancels a confirmed booking (e.g., due to unavailability or technical issues), you will receive a full refund or the option to reschedule.

Refunds

- Refunds (if applicable) will be processed to your original payment method within **5–7 business days**, depending on your bank/payment provider.
- Platform fees or convenience charges may be non-refundable.

No-Show Policy

If the Expert arrives and you are unavailable/unreachable for more than 15 minutes, the booking may be cancelled and cancellation fees applied.

Contact for Cancellations/Refunds

Email: contact@rapidit.in
