

Cancellation and Refund Policy for Content Writing and Tutoring Services

Effective Date: April 1, 2023

This Cancellation and Refund Policy outlines the terms and conditions governing cancellations and refunds for content writing and tutoring services provided by **Wordsmith Creatives** through our website [www.wordsmithcreatives.com]. By engaging our services, you agree to abide by the terms mentioned below.

Cancellation Policy:

1. Cancellation Requests: Clients seeking content writing services /students and parents of children seeking tutoring services may request to cancel their content writing / tutoring service order at any time before the work/online class has been initiated by contacting us at support@wordsmithindia.com.
2. Cancellation requests must be submitted in writing and include the order details.
3. Cancellation Charges: a. If the cancellation request is made within 24 hours of placing the order and before any work/online class has been initiated, a full refund will be provided. b. If the cancellation request is made after 24 hours of placing the order (with advance payment) or after the work has been initiated, a cancellation fee of 25 per cent of the advance order amount, will be deducted from the refund. In the case of tutoring services, students/parents of children can discontinue online sessions anytime without assigning any reason and there will not be any cancellation fee. The amount for the unfinished online sessions will be refunded.
4. Work Initiation: Work is considered initiated when our team begins working on the project, which includes but is not limited to research, outlining, drafting, or any other preparatory activities.

Refund Policy:

1. Refund Requests: a. Clients must request a refund in writing by contacting us at support@wordsmithindia.com.
2. The request must include the order details, reasons for the refund, and any relevant supporting information. b. Refund requests will be reviewed and processed within 48 hours of receiving a valid request.
3. Refund Eligibility: a. If a cancellation is requested before work initiation, the client is eligible for a full refund (minus any applicable cancellation fee). b. If a cancellation is requested after work initiation but before the delivery of the final content, a pro-rated refund will be provided based on

the amount of work completed. c. No refunds will be provided for cancellations requested after the delivery of the final content.

4. Mode of Refund: Refunds will be issued through the original payment method used for the order.

Exceptions:

1. Rush Orders: For rush orders with a delivery time of 48 hours or less, a cancellation fee of 50 per cent will be applicable if the order is cancelled after 2 hours of placing it.
2. Custom Orders: Refund policies for custom or specialized content writing services/ad hoc online sessions may differ and will be communicated to the client/student/parent during the order process.

Contact Us:

If you have any questions or concerns regarding our Cancellation and Refund Policy, please contact us at:

Wordsmith Creatives, E7-603 Provident Welworth City, Marasandra,
Doddaballapur Road, Bangalore - 561203 India

Customer Support Email: support@wordsmithindia.com

+91 9880165908
