Cancellation and Refund Policy

We strive to provide a seamless booking experience. However, if you need to cancel or modify your appointment, please review our refund and cancellation policy.

1. **Appointment Approval and Confirmation**:
   - Once an appointment is booked and payment is successfully completed, the request will be reviewed by the admin team.
   - Users will receive an **approval or rejection email** via updates@igcsm.online based on appointment availability and other criteria.
   - If an appointment is **approved**, the user will receive confirmation details.
   - If an appointment is **rejected**, the user will be notified, and a full refund will be processed.

2. **Cancellation Policy**:
   - If an appointment is canceled due to unforeseen circumstances **on our end**, the user will be given a **full refund or the option to reschedule** at no extra cost.

3. **Refund Process**:
   - Approved refunds will be processed within **7-10 business days** via the original payment method.
   - If a **technical error** occurs during payment processing, refunds will be issued upon verification by our support team.
   - Refund status updates will be communicated via **email or phone**.

4. **No-Show Policy**:
   - If the user **fails to attend** the appointment without prior notice, **no refund** will be provided.
   - In case of **unavoidable emergencies**, users may contact customer support to discuss possible rescheduling options.

5. **Payment Issues & Support**:
   - If a user **encounters issues while filling out the appointment form or making a payment**, they are encouraged to contact our **support team** immediately.
   - Our support team will assist in resolving any payment-related issues and ensuring a smooth booking experience.

6. **Dispute Resolution**:
   - Any disputes related to cancellations or refunds should be reported to our **support team within 7 days** of the issue.
   - We aim to resolve disputes **fairly and in a timely manner**.

For any queries regarding cancellations, refunds, or appointment modifications, please contact our support team at **9911065358** or email us at Adminhead@igcsm.in