

Refund Policy

Effective Date: 15th October 2024

At **Synodic Space Labs Private Limited**, we strive to provide high-quality services and products to our customers. This Refund Policy outlines the terms under which refunds may be granted for the services or products offered by Synodic Space Labs. Please read this policy carefully before making any purchase or booking.

1. Refund Eligibility

Refunds are provided only under specific circumstances, as outlined below:

1.1 Services

For services such as educational programs, events, workshops, or space-related activities:

- **Cancellation by Synodic Space Labs:** In the event that Synodic Space Labs cancels a service (such as a workshop or event), a full refund will be issued to the customer.
- **Cancellation by Customer (before the service begins):** If a customer cancels their booking **7 days or more** prior to the scheduled start of the service, a full refund will be provided.
- **Cancellation by Customer (within 7 days of the service):** If a customer cancels their booking **less than 7 days** before the service, no refund will be issued unless exceptional circumstances apply (e.g., medical emergencies), subject to our discretion.
- **No Refunds for Incomplete Attendance:** No refunds will be provided if the customer fails to attend the entire duration of the service or event.

1.2 Products

For physical products sold by Synodic Space Labs (if applicable):

- Refunds are only issued for defective or damaged products. Customers must notify us within **7 days** of receiving the product to be eligible for a refund or replacement.
- To be eligible for a refund, the product must be unused and returned in its original packaging.

2. Process for Requesting a Refund

To request a refund, customers must contact us via email at [\[synodicspacelabs@gmail.com\]](mailto:synodicspacelabs@gmail.com) with the following details:

- Customer name

- Date of purchase or booking
- Description of the service or product
- Reason for the refund request

Refund requests will be reviewed, and if approved, will be processed within **7-10 business days**.

3. Refund Method

Refunds will be issued through the same method of payment originally used by the customer. For example:

- Payments made via credit card will be refunded to the same credit card.
- Payments made via bank transfer will be refunded to the originating bank account.

4. Non-Refundable Items

Certain items and services are non-refundable, including but not limited to:

- Customized products made specifically for the customer.
- Non-transferable bookings for private or group events (if they occur as scheduled).
- Digital products, once they have been accessed or downloaded by the customer.

5. Modifications and Cancellations by Synodic Space Labs

Synodic Space Labs reserves the right to modify or cancel services, events, or products due to unforeseen circumstances (such as weather conditions for astronomy events). In such cases, we will either offer a full refund or reschedule the event/service at a mutually agreed time. Customers will be notified in advance of any changes.

6. Exceptions

We understand that unforeseen events may arise. In exceptional cases (such as medical emergencies or force majeure), we may consider refunds or credits on a case-by-case basis. Customers must provide adequate documentation or proof of such circumstances to qualify for a refund under these conditions.