

Refunds & Cancellations

Our Refunds and cancellation Policy refers to 3 services and products which are provided by www.pujaguru.com

1. Panditji / Guruji Service

Confirmation of booking:- Once you have made the payment, it does not automatically mean your booking is confirmed. Our endeavor is to confirm the booking as soon as you have made the payment. Considering the availability of Panditji as per your requirements typically requires one more confirmation. Unless we revert to you within 30 Minutes with a cancellation mail, the booking is confirmed. In case you receive cancellation mail, you would receive the payment refund within 2 Hours of the same into your account through which payment has been made. If it is payment by cash then there is no need of refund

Refund after confirmation :-In case you have made the payment and you have received the confirmation mail and then if the same is cancelled by www.pujaguru.com for any reason, you shall receive your entire payment with a small gift as a symbol of our regret for not being able to make our service available though you have gone through the pain of booking our services. This gift shall be sent to you within 2 weeks of cancellation.

Refund, if you opt to cancel the booking :- In case you have made the payment and you have got confirmation from us and then you want to cancel the booking the refund shall be made as below.

Refund of 100% of money paid, if you cancel one week in advance of the date of Puja or event

Refund of 50% of money paid, if you cancel 3 days in advance of the date of Puja or event

Refund of 25% of money paid, if you cancel 1 day in advance of the date of Puja or event

Refund if you are not satisfied with our service :-In case you are not satisfied with our service, our representative will contact you and have an open discussion with you and Panditji / Guruji to understand the cause of your dissatisfaction and confirm the same from Panditji / Guruji. If it is clear that there was shortcoming in the service provided by our Panditji which caused dissatisfaction, we will refund 100% of the amount paid by you within 1 week from the date of such confirmation.

2. Consultant / Palmist / Astrologer service

Rules same as above are applicable

3. A. Supply of Puja material / Puja Kit / Other material sold by our associates

Refund of 100% of money paid will be refunded to you in case you find the material is delivered in damaged / broken or unusable condition, in case it is put as remarks by you at the time of receipt and a signature is obtained on the same by person delivering the material. For ease of handling such request, please call up our customer representative and confirm while you do so. In such case 100% of money will be refunded to you within 2 days, in case you opt for refund. If you opt for replacement, Concerned associates Divine Mentors will replace the material at no extra cost to you. Divine mentors will take the responsibility to ensure such refund happens.

All materials will be replaced if not consumed or broken or damaged, can be refunded within a week of receipt of material subject to confirmation by our representative after verification of material. Only courier charges will be recovered from you.

B. Supply of Puja material / Puja Kit / other material sold by Divine Mentors

Refund of 100% of money paid will be refunded to you in case you find the material is delivered in damaged / broken or unusable condition, in case it is put as remarks by you at the time of receipt and a signature is obtained on the same by person delivering the material. For ease of handling such request, please call up our customer representative and confirm while you do so. In such case 100% of money will be refunded to you within 2 days, in case you opt for refund. If you opt for replacement, Divine Mentors will replace the material at no extra cost to you.

All materials will be replaced if not consumed or broken or damaged, can be refunded within a week of receipt of material subject confirmation by our representative after verification of material. Only courier charges will be recovered from you.