

# Sparklit Refund and Cancellation Policy

Last Updated: 19 September 2025

This Refund and Cancellation Policy (“Policy”) governs the conditions for cancelling bookings, requesting refunds, and handling service disruptions for both instant (15-minute) and scheduled services offered on Sparklit, owned and operated by OneZero Innovations Private Limited (“Company,” “we,” “us,” “our”).

---

## 1. Types of Services

- **Instant Services:** Bookings fulfilled within approximately 15 minutes of order confirmation.
  - **Scheduled Services:** Bookings made for a specific date and time slot in the future.
- 

## 2. Cancellation Rights and Charges – Instant Services

- **Cancellation Before Crew Assignment:**  
Customers can freely cancel instant bookings anytime before a Crew member is assigned to the task. Full refunds will be processed to the original payment method.
  - **Cancellation After Crew Assignment but Before Arrival:**  
If the Crew has been allocated and is en route to the service location, a minimal cancellation fee (e.g., 10-20% of the booking amount) will be charged to cover costs incurred by the Crew. The remaining balance will be refunded.
  - **No-Show by Customer:**  
Failure to provide access or not responding to Crew within 15 minutes of arrival will be treated as a No-Show. Customers will be charged the full booking fee with no refund eligibility.
  - **Crew Delay and Service Disruption:**  
In the event the Crew is delayed by more than 30 minutes beyond the scheduled or expected arrival time without prior intimation, Customers can choose to cancel the booking and receive a full refund or reschedule the service at their convenience.
- 

## 3. Cancellation Rights and Charges – Scheduled Services

- **Free Cancellation Period:**  
Customers may cancel scheduled bookings up to 30 minutes before the appointed service time with no penalties or cancellation fees.

- **Late Cancellation Penalties:**  
Cancellations made within 30 minutes of the booked slot or after Crew dispatch may incur charges up to 100% of the booking fee.
  - **No-Show by Customer:**  
If a Customer does not allow Crew access within 15 minutes after arrival, the full booking fee will be charged without refund.
  - **Crew Delays:**  
In cases when Crew arrives more than 30 minutes late without valid cause or notice, Customers may cancel and receive a full refund or opt to reschedule.
- 

## 4. Refund Process and Timelines

- **Refund Methods:**  
Refunds will be credited to the original payment method used during booking.
  - **Processing Time:**  
Refunds will generally be processed within 7 to 10 business days subject to payment gateway and banking timelines.
  - **Delay Handling:**  
We are not responsible for delays in credit posting caused by payment service providers, banks, or financial institutions.
- 

## 5. Refunds for Service Quality Issues

- Customers must report any service issue related to Crew performance, incompleteness, or dissatisfaction within 24 hours of service.
  - We will investigate the complaint and may offer solutions including partial refunds, rescheduling, or full refunds based on merit.
  - All decisions regarding refunds for quality issues lie at the discretion of Sparklit.
- 

## 6. Force Majeure and Uncontrollable Events

- No refunds or cancellations will be issued for delays or cancellations caused by circumstances beyond reasonable control, including but not limited to natural disasters, strikes, pandemics, government mandates, or severe weather.
  - In such cases, alternative arrangements or rescheduling will be promoted, subject to Crew availability.
-

## 7. Special Cases & Exceptions

- **Multiple Services Booked:**  
Cancellation and refund terms apply per individual booking or service.
  - **Third-Party Service Providers:**  
For services involving third-party vendors or partners, their specific policies may apply alongside this Policy.
- 

## 8. Updates and Amendments

- The Company reserves the right to revise this Policy at any time.
  - Changes will be posted on the Platform with an updated effective date.
  - Continued use of the Platform after notification constitutes acceptance.
- 

## 9. Customer Support

For all refund or cancellation requests and inquiries, Customers should contact:  
OneZero Innovations Private Limited  
H No 4, Krishna Kunj, Dattatreya Colony, Rajiv Nagar, Hubli -580031, Karnataka, India  
Email: [support@justsparklit.com](mailto:support@justsparklit.com)