

Refund Policy

Policy Version: RP-0001-AA

Effective Date: 12 January

This Refund Policy applies to all services provided under the brand **Aerth Auto**, operated by **G & E PLT** (Registration No.: **202104002253 (LLP0028887-LGN)**).

By booking, subscribing to, or using Aerth Auto services, you acknowledge and agree to this Refund Policy.

1. Policy Overview

- 1.1 Aerth Auto provides services **exclusively on a subscription basis**.
- 1.2 Subscriptions are billed on a **weekly recurring basis** and continue **in perpetuity unless terminated** by the User in accordance with our Terms & Conditions.
- 1.3 Our primary remedy for missed, delayed, or partially completed services is **rescheduling**, not refunds.
- 1.4 Refunds are granted **only in limited and exceptional circumstances**, strictly in accordance with this Policy.

2. Subscription Billing & Service Period

- 2.1 Subscription charges are processed on a **weekly recurring basis**.
- 2.2 Each successful weekly charge constitutes confirmation of service coverage for that specific service period.
- 2.3 Refunds, disputes, and rescheduling apply **only to the relevant weekly service period** and do not apply retroactively to prior billing cycles.

3. Situations Where NO Refund Is Provided

3.1 Consumer-Fault Scenarios

- a) No refund will be issued where a service cannot be fully performed due to circumstances within the User's control, including but not limited to:
 - i. Failure to place the vehicle key in the designated location
 - ii. Vehicle blocked, locked, or otherwise inaccessible
 - iii. Incorrect vehicle or parking bay details provided
 - iv. User unavailable, unresponsive, or unreachable at the time of service

- b) In such cases:
 - i. No refund shall be provided
 - ii. Remaining services may be **rescheduled**
 - iii. Where possible, **exterior cleaning may proceed**, and interior services (vacuuming, dashboard wiping, etc.) will be completed on another day

3.2 Partial Service Fulfilment

- a) Where:
 - i. Exterior cleaning has been successfully completed, but
 - ii. Interior services (vacuuming or dashboard wiping) cannot be performed;

- b) This shall be considered a **partially fulfilled service**, and;
 - i. No refund will be issued
 - ii. Interior services will be **rescheduled only**
 - iii. No cash refund or credit applies;

4. Situations Attributable to Aerth Auto

- 4.1 If a scheduled service is missed due to **Aerth Auto's fault**, including but not limited to:
 - ❖ Service team did not arrive;
 - ❖ Equipment unavailable due to internal error;
 - ❖ Scheduling or system error

- 4.2 Aerth Auto will, as the **primary remedy**, offer to **reschedule and complete the service within the same week**.

- 4.3 The User will be contacted by customer service to arrange the rescheduled service, and completion of the rescheduled service shall fully satisfy Aerth Auto's obligations for that service period.

- 4.4 Where rescheduling within the same service period is **not reasonably possible**, Aerth Auto may, at its discretion, offer:
 - ❖ **A refund for the affected weekly service period, or**
 - ❖ An alternative remedy deemed appropriate under the circumstances.

5. Personal or External Circumstances (Limited Refund Eligibility)

5.1 Refunds **may be considered**, at **Aerth Auto's discretion**, where subscription services cannot reasonably continue due to genuine personal or external circumstances beyond the User's control, including but not limited to:

- ❖ Permanent relocation or moving out of a residence
- ❖ Sale or permanent transfer of ownership of the vehicle
- ❖ Vehicle involved in an accident and rendered unusable
- ❖ Long-term unavailability of the vehicle for reasons unrelated to Aerth Auto

5.2 In such cases:

- ❖ The User must notify Aerth Auto **promptly**;
- ❖ Any refund request must be submitted within **forty-eight (48) hours** of the qualifying circumstance;
- ❖ Aerth Auto may request **reasonable supporting information** to verify eligibility;

5.3 Aerth Auto may, at its discretion:

- ❖ Allow rescheduling within the same service period, **or**
- ❖ Approve a **pro-rated refund for unused services only, or**
- ❖ Terminate future services where continuation is no longer feasible;

5.4 **No refund shall be granted** for:

- ❖ Services already performed;
- ❖ Services attempted;
- ❖ Missed services caused by consumer fault;

6. Disputes & Evidence

6.1 Any dispute relating to service performance must be reported within **forty-eight (48) hours** of the relevant service date.

6.2 Disputes raised after this period will **not be entertained**.

6.3 **Before-and-after photographs or videos captured by Aerth Auto shall be binding and conclusive evidence** for all service-related disputes, unless proven otherwise by clear and compelling evidence.

7. Refund Method & Processing

7.1 Where a refund is approved:

- a) Refunds will be processed **only to the original payment method**
- b) **No cash refunds** will be provided
- c) Refund processing time is 7 to 14 working days, subject to payment gateway and banking timelines
- d) Refunds are **non-transferable** and may not be assigned to another person, vehicle, or account
- e) Refunds are calculated on a **pro-rated basis**, based solely on unused weekly service periods
- f) Aerth Auto reserves the right to deduct reasonable **administrative and operational costs**, where applicable

8. Goodwill & Discretion

8.1 Notwithstanding this Policy, Aerth Auto may, at its sole discretion, offer goodwill credits, alternative remedies, or service rescheduling in place of a refund.

9. Amendments

Aerth Auto reserves the right to amend this Refund Policy at any time. Continued use of subscription services constitutes acceptance of the revised Policy.

10. Changes to This Disclaimer

Aerth Auto reserves the right to amend this Disclaimer at any time without prior notice. Continued use of our services constitutes acceptance of the revised Disclaimer.

11. Contact Us

For questions regarding this Refund Policy:

Aerth Auto (G & E PLT – Registration No.: 202104002253)

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