

Auron Nexora Ltd – Cancellation Policy

At Auron Nexora Ltd, we aim to deliver reliable and high-quality services. However, we understand that plans may change. This policy outlines the terms for cancellations, refunds, and related conditions.

1. Key Terms

- 1 Client: Any individual or organization engaging Auron Nexora Ltd for services.
- 2 Services: Language-related or other professional services agreed upon.
- 3 Cancellation Notice: Formal communication requesting termination of services.

2. Cancellation Guidelines

To ensure proper planning, the following notice periods apply:

- 1 48+ hours before start date: No cancellation fees.
- 2 24–48 hours before start: 50% service charge may apply.
- 3 Less than 24 hours: Full service fee may be charged.

All cancellation requests must be submitted in writing via email. Failure to provide timely notice may affect refund eligibility.

3. Termination After Project Start

If a project is already in progress:

- 1 Below 25% completion: A portion of remaining balance is payable.
- 2 25%–75% completion: Charges will reflect work already completed.
- 3 Above 75% completion: Full project cost may apply.

4. Refund Policy

Refunds are processed based on the conditions below:

- 1 Full refund: Applicable when cancellation occurs early and no work has started.
- 2 Partial refund: Based on work completed and applicable service terms.

Approved refunds are processed within a reasonable timeframe after confirmation.

5. Exceptional Situations

In cases beyond our control (e.g., emergencies or technical disruptions), Auron Nexora Ltd may offer alternative solutions.

- 1 Rescheduling services where possible
- 2 Providing partial or full refunds depending on circumstances

6. Dispute Resolution

Any disputes will be handled through the following steps:

- 1 Initial negotiation between both parties
- 2 Mediation if necessary
- 3 Legal action as a last resort under applicable laws

7. Client Responsibilities

- 1 Provide accurate information when requesting services
- 2 Adhere to agreed timelines and terms
- 3 Ensure timely communication regarding cancellations

8. Policy Updates

Auron Nexora Ltd reserves the right to update this policy when necessary. Updates will be communicated through appropriate channels.

Contact Us

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