

## **CANCELLATION, REFUND & RESCHEDULING**

Cancellation fees will apply as per TransXpress's cancellation policy.

We understand that plans can change. Below is our policy on cancellations and refunds.

Cancellation by Customer:

48+ hours before scheduled move [Date&Time]: Full refund, minus any transaction fees.

Less than 48 hours: No refund.

Same-day cancellation: No refund.

Rescheduling is permitted up to **48 hours prior** to the move. Surge pricing may apply on high-demand days.

Refunds will reflect in the customer's bank account within **5–6 working days**.

### **Note:**

Weekend and month-end shifts witness higher volumes and logistical challenges. Customers are kindly requested to be patient and cooperative. Movement schedules may be affected by traffic, society restrictions, and vehicle availability.