

Refund Policy

Refunds/Returns

Our policy lasts before 7 days based on genuineness of the refund request and on sole discretion of the management ONLY in the case of unavoidable or unforeseen circumstances.

Initial option needs to be considered to avail the service at a later date no later than 3 months from the date of the first booking/event date.

Even after above consideration isn't possible or practical only then the following refund policy/rules apply.

Following is the matrix for refund amount percentage of service or party booked for:

| | |
|---------------|-------------------------|
| BEFORE 7 days | 30 % Refund less of GST |
| WITHIN 7 DAYS | NIL Refund |

The above is only applicable in cases where there is a genuine issue or problem faced by the customer due to which they cannot avail the service.

To complete your return, we require a receipt or proof of purchase or invoice/ booking slip/proof.

Refunds (if applicable)

Once your return request is received and approved, we will send you an email to notify you that we have approved your return request. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at enquiry@getthrilld.com or mailing us at: **102/2B, 4th Floor, PNR Felicity Mall, Haralur Main Rd, Varthur Hobli, Above Reliance Digital, Bengaluru – 560102.**