
REFUND AND REPLACEMENT POLICY FOR BOOKMYINTERIORLEAD

Replacement Policy:

1. Eligibility for Replacement:

We offer replacements for leads in the following cases:

- The client is unresponsive to calls or messages.
- The client has already engaged another designer for their project despite our verification.
- The provided contact details are unreachable within 48 hours of lead purchase.

2. Procedure for Replacement:

- If a client is unresponsive to calls/messages or the contact details are unreachable, designers are requested to follow up diligently for 48 hours. If there is no response, a replacement lead will be provided at the same cost after cross-verification by our team. Designers must submit proof, such as call log screenshots or message screenshots, to initiate the replacement process.
- If a client is already working with another designer after our verification, designers should immediately contact us and provide proof, such as screenshots of messages or recorded calls. A replacement lead will be provided at the same cost after verification by our team.

3. Cost Basis:

- Replacements will be provided based on the cost of the originally purchased lead.

4. Non-Eligibility for Replacement:

- No replacement or refund will be provided if the designer or architect has already provided an estimate/quotation to the lead client via call, WhatsApp, email, or in-person meeting.



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Refund Policy:

1. Eligibility for Refund:

- Refunds are arranged for professionals who do not wish to continue with the replacement of leads.

2. Procedure for Refund:

- Refunds will be processed via IMPS transfer to the respective bank accounts.
- A transaction charge of 2% will be deducted from the lead cost for processing the refund.

**FOR ANY FURTHER QUERIES OR ASSISTANCE, PLEASE CONTACT OUR
SUPPORT TEAM |**



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