

## Refund Policy

**Effective Date:** 01 Jan 2025

At Crave Asia, we strive to provide high-quality IT services. If you are dissatisfied with our services, we offer the following refund policy:

### **Refund Eligibility:**

Refunds may be requested under the following conditions:

- If our service failed to meet the agreed-upon specifications or deliverables.
- If you have experienced a significant technical issue that we have failed to resolve.

### **Non-Refundable Services:**

Certain services may not be eligible for a refund, including:

- Customized services or products that have been delivered as requested.
- Services that have already been rendered or completed.

### **Refund Process:**

To request a refund, please contact our support team at [hello@craveasia.com](mailto:hello@craveasia.com) within 7 days of receiving the service. You must provide the following details:

- A description of the issue
- Proof of purchase

Once we receive your request, we will review it and notify you of the decision within 7 business days.

### **Partial Refunds:**

In some cases, we may offer a partial refund or credit depending on the circumstances.

### **Changes to the Refund Policy:**

Crave Asia reserves the right to change this refund policy at any time. Any changes will be posted on our website.

## Cancellation Policy

At Crave Asia, we understand that plans can change. This policy outlines the terms and conditions for cancelling services with us.

### Cancellation Requests

To cancel a service, please contact our support team at [hello@craveasia.com](mailto:hello@craveasia.com) at least 48 hours prior to the scheduled start or delivery date. Please include:

- Your name or company name
- Service details
- Reason for cancellation

### Cancellation Fees

Depending on the timing and nature of the cancellation, the following fees may apply:

- No Fee if cancellation is made 48 hours or more before the service start date.
- Up to 50% of the service fee may be charged if cancellation occurs less than 48 hours before the scheduled service.
- No refunds for cancellations made after the service has started or been delivered.

### Non-Cancellable Services

The following services are not eligible for cancellation once confirmed:

- Customized or tailor-made services
- Services scheduled for delivery within 24 hours of booking

### Force Majeure

In the event of unforeseen circumstances beyond your or our control (e.g., natural disasters, emergencies), Crave Asia will work with you to reschedule or cancel the service with minimal penalty.

### Policy Changes

Crave Asia reserves the right to modify this cancellation policy at any time. Updates will be posted on our website.

**Contact Us:**

For any questions about refunds, please contact us at [hello@craveasia.com](mailto:hello@craveasia.com) or +818073609205.