

## **REFUND & CANCELLATION POLICY**

Effective Date: 06 October 2026

Last Updated: 06 October 2026

This Refund & Cancellation Policy ("Policy") applies to bookings and transportation services provided by TRX Logistics & Support Services Pvt. Ltd. ("TRX Logistics", "TRX", "we", "us" or "our").

This Policy should be read together with our Terms & Conditions.

### **1. Cancellation by Customer**

A customer may request cancellation of a booking by contacting TRX Logistics through an authorized communication channel.

The customer should provide the booking/reference number and relevant booking details while requesting cancellation.

Cancellation is effective only after the cancellation request has been acknowledged or recorded by TRX Logistics.

### **2. Cancellation Charges**

Unless different terms have been specifically communicated in the booking confirmation, quotation or corporate agreement, the following standard cancellation structure shall apply:

**Cancellation more than 24 hours before scheduled pickup**

No cancellation charge shall normally apply, and any eligible prepaid amount may be refunded after applicable non-refundable payment processing charges, if any.

**Cancellation between 12 and 24 hours before scheduled pickup**

A cancellation charge of up to 25% of the applicable booking amount may be deducted.

**Cancellation less than 12 hours before scheduled pickup**

A cancellation charge of up to 50% of the applicable booking amount may be deducted.

**Cancellation after vehicle dispatch**

Where the vehicle has already been dispatched toward the pickup location, applicable dispatch, minimum trip, distance travelled, toll, parking, waiting and other reasonable costs incurred may be deducted from the amount paid.

**Cancellation after vehicle arrival at pickup location / No-Show**

Where the vehicle has reached the pickup location and the passenger cancels the booking, or the passenger does not appear within the applicable waiting period, the booking may be

treated as a No-Show and up to 100% of the applicable booking amount may be charged, depending upon the service and costs incurred.

### 3. Special and Customized Bookings

Certain bookings may involve dedicated vehicles, special arrangements, events, long-distance travel, coach rentals, airport arrangements, long-term rentals or other customized services.

For such bookings, specific cancellation charges may be communicated at the time of quotation or booking.

Where specific cancellation terms have been agreed in writing, those terms shall apply.

### 4. Corporate Customers

For corporate customers, cancellation and refund terms may be governed by the applicable:

- Service Agreement;
- Rate Contract;
- Purchase Order;
- Work Order;
- Service-Level Agreement; or
- Other written commercial terms.

Where such terms differ from this Policy, the agreed contractual terms shall apply to the extent permitted by applicable law.

### 5. No-Show

A booking may be treated as a No-Show where:

- The passenger does not arrive at the designated pickup location;
- The passenger cannot be contacted using the contact details provided;
- The passenger refuses to take the booked service after the vehicle has arrived; or
- The applicable waiting period has expired.

In case of a No-Show, the amount may be non-refundable or may be subject to applicable cancellation, minimum fare, waiting and dispatch charges.

### 6. Rescheduling

Customers may request rescheduling of a booking.

Rescheduling is subject to vehicle and service availability.

Depending on the change in date, time, vehicle category, route or service requirements, additional charges may apply.

A rescheduling request may also be treated as a cancellation and new booking where the change is substantial or made close to the scheduled pickup time.

## 7. Refund Eligibility

Where a refund is approved, TRX Logistics may deduct applicable:

- Cancellation charges;
- Services already provided;
- Dispatch charges;
- Waiting charges;
- Distance travelled;
- Toll charges;
- Parking charges;
- Applicable taxes or statutory charges;
- Payment gateway/transaction charges where non-refundable; and
- Other reasonable costs already incurred in connection with the booking.

The balance amount, if any, shall be eligible for refund.

## 8. Refund for Service Cancelled by TRX

TRX Logistics may cancel or modify a booking due to:

- Vehicle breakdown;
- Vehicle unavailability;
- Safety concerns;
- Operational circumstances;
- Severe weather;
- Road closure;
- Government restrictions;
- Natural disasters;
- Accident;
- Force majeure; or

- Other circumstances beyond reasonable control.

Where TRX Logistics cancels a prepaid booking and is unable to provide a suitable alternative, the customer may be eligible for a refund of the amount paid for the unprovided service, after adjustment of any portion of the service already provided, where applicable.

#### 9. Failed Payment

If a customer's bank account, card or payment method is debited but the booking is not successfully confirmed, the customer should contact TRX Logistics and provide the transaction/reference details.

After verification, eligible amounts shall be processed for refund through the applicable payment mechanism.

The actual credit time may depend upon the customer's bank, card issuer or payment gateway.

#### 10. Duplicate Payment

If a customer makes a duplicate payment for the same booking, the additional eligible amount may be refunded after verification.

The customer may be required to provide transaction details to establish the duplicate payment.

#### 11. Refund Processing Time

Once a refund is approved, TRX Logistics will normally initiate the refund within 7–10 business days.

The actual time for the amount to be credited may vary depending on the payment gateway, bank or financial institution.

#### 12. Refund Method

Where possible, refunds shall be processed through the original payment method used for the booking.

TRX Logistics may request additional information where necessary to verify the transaction and prevent fraudulent refund claims.

#### 13. Non-Refundable Charges

Certain charges may be non-refundable where they have already been incurred, including:

- Payment gateway/transaction charges;
- Toll charges;
- Parking charges;

- Permit or statutory charges;
- Driver/vehicle dispatch charges;
- Waiting charges;
- Services already provided; and
- Other reasonable costs incurred specifically for the booking.

#### 14. Refund Request Procedure

For a refund request, customers should provide:

- Booking/reference number;
- Customer name;
- Registered mobile number or email address;
- Booking date;
- Payment/transaction reference;
- Reason for refund; and
- Any supporting information reasonably required for verification.

Refund requests may be submitted through:

Email: [info@trxlogistic.com](mailto:info@trxlogistic.com)

Phone: +91 9599188383

#### 15. Refund Review

All refund requests shall be reviewed based on:

- Booking details;
- Cancellation time;
- Service status;
- Vehicle dispatch status;
- Actual costs incurred;
- Payment records;
- Applicable booking terms; and
- Any applicable corporate agreement.

Approval of a refund does not automatically mean that the full amount paid will be refundable.

#### 16. Fraudulent or Unauthorized Refund Claims

TRX Logistics reserves the right to investigate refund claims that appear fraudulent, unauthorized, duplicated or otherwise inconsistent with booking/payment records.

Where necessary, refund processing may be delayed until verification is completed.

#### 17. Changes to This Policy

TRX Logistics may modify this Refund & Cancellation Policy from time to time.

The updated Policy will be published on the Company's website with the revised effective date.

#### 18. Contact Us

For cancellation, rescheduling or refund-related queries:

TRX Logistics & Support Services Pvt. Ltd.

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Gurgaon – 122016, Haryana, India

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