

Paranormal Investigator India is an operational division of Tianzhu Investigative Services OPC Private Limited. All services are research-based, consent-driven, and informational only.

# REFUND & CANCELLATION POLICY

*(Paranormal Investigator India)*

A Division of Tianzhu Investigative Services OPC Private Limited

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## 1. Policy Overview

This Refund & Cancellation Policy applies to all services offered under **Paranormal Investigator India**, which operates as an operational division of

**TIANZHU INVESTIGATIVE SERVICES OPC PRIVATE LIMITED.**

Due to the **specialized, investigative, and resource-based nature** of our services, this policy is designed in accordance with the **Consumer Protection Act, 2019 (India)** and applicable laws.

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## 2. Service Nature Disclaimer

Paranormal investigation services involve:

- Allocation of investigators
- Time-based planning
- Equipment deployment
- Research and documentation

Once these resources are allocated, services are considered **initiated**, even if field investigation has not yet physically begun.

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## 3. Cancellation Policy

### 3.1 Client-Initiated Cancellation

- Cancellation requests must be made **in writing** (email or official message).
- Cancellations requested **before service initiation** may be considered for partial refund.
- Cancellations requested **after service initiation** are **not eligible for refund**.

### 3.2 Company-Initiated Cancellation

The company reserves the right to cancel or discontinue services if:

- Legal permissions are not fulfilled
- Safety or security risks arise
- False or misleading information is provided by the client
- Investigation violates Indian law or ethical standards

In such cases, refund eligibility will be determined **case-by-case**, at the sole discretion of the company.

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## 4. Refund Policy

### 4.1 Advance & Booking Fees

- All advance payments, booking fees, and consultation charges are **non-refundable** once resources are allocated.
- This includes planning, documentation, scheduling, and preliminary analysis.

### 4.2 Eligible Refund Situations

Refunds may be considered only if:

- Services are cancelled **before initiation**
- Cancellation is due to company unavailability
- Legal restrictions prevent service execution **before initiation**

### 4.3 Non-Refundable Situations

No refunds shall be issued if:

- Investigation has started
- Client withdraws consent after initiation
- Client provides incorrect or incomplete information
- Access to property is denied at the scheduled time
- Delay or cancellation occurs due to force majeure (law & order, natural events, government restrictions)

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## 5. Refund Processing Timeline

If a refund is approved:

- Processing time: **7–14 working days**
- Refunds will be made via the **original mode of payment**
- Transaction or processing charges, if any, may be deducted

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## 6. No Guarantee Clause

As services are **research-based and informational**, dissatisfaction with findings, interpretations, or outcomes **does not qualify for refund**.

Paranormal phenomena are subjective and cannot be guaranteed.

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## 7. Chargeback & Dispute Policy

Clients are encouraged to contact us directly before initiating:

- Payment disputes
- Chargebacks
- Legal notices

Unauthorized chargebacks may be treated as a **breach of terms** and may result in service termination.

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## 8. Modification of Policy

**TIANZHU INVESTIGATIVE SERVICES OPC PRIVATE LIMITED** reserves the right to modify this Refund & Cancellation Policy at any time.

Changes will be effective immediately upon publication on the website.

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## 9. Governing Law & Jurisdiction

This policy is governed by:

- **Consumer Protection Act, 2019**
- Other applicable laws of India

All disputes shall be subject to the **exclusive jurisdiction of Indian courts**.

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## 10. Acceptance of Policy

By making any payment or availing services, the client confirms that they have:

- Read
- Understood
- Agreed

to this Refund & Cancellation Policy.