

Refund / Reschedule / Extension Policy

1. Advance Payment

All payments must be made in advance of slot booking. A slot for the selected consultation shall only be allotted after complete payment of the service. Payment shall be non-refundable for any service. Sessions will only be confirmed once payment has been fully received and cleared.

1.1. Rescheduling Policy

- Rescheduling 2 weeks to 1 week before the call will incur a charge of 20% of the call amount.
- Rescheduling 1 week to 24 hours before the call will incur a charge of 50% of the call amount.
- No rescheduling or refund will be permitted in the final 24 hours before the service. Rescheduling is based on the availability of slots shared by Team Lastrological on WhatsApp.
- **No Refunds:** Once payment is made, there are no refunds for reports or for answering a question if the client changes their mind before the report or answer is delivered.

Single-Payment Scope: Each payment covers one report or one clearly defined question only. If a client submits multiple questions or topics under one payment, or requests additional analysis or extra analysis, this will require additional payment. Suppose a client declines to pay for the required additional work and instead requests a full refund.

In that case, the refund request will still be denied, as the original payment covers the agreed-upon single question/report, regardless of any changes in scope.

1.2. Limit on Rescheduling

Clients will only be allowed to reschedule once for the aforementioned prices. Further rescheduling would result in extra charges to the tune of double the amount of aforementioned prices. No client shall be allowed to reschedule more than two times.

1.3 Session Extension & Follow-ups

No extension in duration of any session provided by us to the clients will be taken into account or considered till the payment for the same has been made. No additional questions or follow-up queries on text or any other platform will be entertained till further payment has been made by the client and confirmation for the same has been received.

1.4 Payment Installments for Packages

For packages or combination of sessions or services that has been chosen by the client, the payment shall be made in two installments or less and one installment should at least contain 40% of the total amount of the service that has been chosen.

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1.5 Service Changes by Client

Any change made by the client to the service that he or she has chosen shall result in additional payments to complete any necessary dues for the new service and shall be made before the service has commenced. The service shall only be changed after confirmation of the additional payment has been received by us.

1.6 Inability to Provide Service from Our End

In case such an event arises that we are not able to provide you service on our end on the given slot by us, then we shall reschedule it to a further slot and inform you.

Additional Terms & Conditions

2. Nature of Consultation

Our consultations are based on astrology and are intended for guidance, clarity, and spiritual healing only. The consultation provided is not a substitute for medical, financial, or legal advice. Please seek the assistance of professionals in the aforementioned matters.

2.1 Payment Terms

Consultations are based on pre-determined charges of the selected package and durations. Payments must be made in advance, made through the specified payment method and portal.

2.2 Confidentiality and Privacy

Highest standards of confidentiality and privacy regarding any information provided by clients will be maintained by Team Lastrological. No data provided by clients will be shared with any third party. Once you book any service with us, your birth details can be shared with all astrologers and team members at Lastrological. By availing any service or consultation, you agree to our privacy policy.

2.3 Intellectual Property

Lastrological reserves all intellectual property rights and content involving written reports, audio recordings, and any other material or service provided by us in compliance with the Trademarks Act 1999, the Patents Act 1970, the Copyright Act 1957, and the Designs Act 2000.

2.4 Limitation of Liability

Lastrological shall not be held liable for any direct, indirect, incidental, or consequential damage or loss resulting from misuse of our services. In any case, total liability shall not exceed the amount received for the consultation.

2.5 Plagiarism and Misuse

Any indication, implication, or direct mention regarding recording, copying, or plagiarizing of

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any session or intellectual property will result in immediate termination of the session. No refund shall be provided for the same. In case of such incidents, civil cause of action under the legal jurisdiction shall be taken against the client.

2.6 Multiple Persons or Charts in One Session

Each booking covers analysis for one individual and one chart/report only. If a client brings another person into the consultation or requests additional charts/reports within the same booking, extra charges will apply per chart/report, and additional work will only be done upon receipt of payment before proceeding.

2.7 Internet Connectivity from Client's Side

If a consultation is interrupted, delayed, or cannot proceed due to internet failure, device malfunction, or any other technical issue from the client's side, no rescheduling, refund, or extension of time will be provided. Minutes lost during the booked slot will not be compensated.

2.8 Limits of Accuracy

Astrological interpretations, predictions, and guidance are based on established methods but are not guaranteed outcomes. Lastrological makes no promises of accuracy or certainty, and clients accept that any results or predictions are subject to interpretation and personal choice.

2.9 Late Arrival Policy

If a client joins the consultation late, the session will still end at the originally scheduled time. Minutes lost due to late arrival will be deducted and will not be compensated or extended.

3. Recording Policy

Recording of any kind (audio, video, screen capture, or otherwise) is strictly prohibited. If it is discovered during the session that recording is taking place, the session will be terminated immediately without refund, and further action may be taken for breach of terms.

3.1 Early Completion of Session

If a client feels satisfied or has received the desired clarity before the scheduled session time ends, the remaining minutes will not be refunded, credited, or carried forward to a future booking. The session will be considered complete once the client indicates no further questions during the consultation.

3.2 Additional Charts & Session Splitting

The base session price covers one person and one chart/report only. If more than one chart is required, the total will always be charged at the applicable multi-chart rate, regardless of whether the charts are taken in the same call or in separate calls. It is not permitted to replace a multi-chart booking by booking multiple single-chart sessions separately. All additional charts must be paid for in full before the session starts. All booked consultations must be conducted in a single, continuous session within the scheduled time slot. Breaking a session into multiple

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shorter calls is not permitted under any circumstances, regardless of remaining time or unused minutes.

3.3 Time Zone Responsibility

It is the client's responsibility to ensure they have given us their correct time zone. Missed or delayed appointments due to such errors will not be rescheduled or refunded.

3.4 Language & Communication Boundaries

Consultations will be conducted in English and Hindi only. Clients must communicate clearly and within the scheduled session time.

3.5 Data Accuracy Responsibility

Clients are solely responsible for the accuracy of any data (including birth date, time, and place) provided. Incorrect data may affect the reading and no refund will be issued in such cases to rework their analysis.

3.6 Acknowledgement of Terms

By availing services and confirmation of payment, it is noted that the clients acknowledge our terms and conditions.

Questions about the Terms of Service should be sent to us at info@ankemgroup.com