



# Cancellation & Refund Policy

At CIEL Rapid, we strive to provide the best possible service to our clients. We thank you for choosing our services and trusting us.

If you feel dissatisfied during using any of our services, you can always contact us and let us know the issue. We'll try our best to understand and resolve your issue and provide you with a solution that suits you best. Even after this, if you are not satisfied with our service, we will gladly refund you the entire amount if it falls under our refund policy mentioned later in the document. We want to see our clients happy during the entire process and always keep working towards it while taking note of your feedback.

## Our Refund Policy

If you signed up for **CIEL Rapid P**, you can request a refund within 3 days after your payment.

If you signed up for **CIEL Rapid M** plan and feel dissatisfied with our service, you can request a refund within 3 days of the last interview schedule.

While using **CIEL Rapid H**, within 7 days of the agreed date of joining if the candidate leaves we'll give you a replacement of the candidate provided the profile of the candidate was sourced by CIEL Rapid or will refund you the entire amount. If the candidate has not been sourced by CIEL Rapid, in that case, CIEL Rapid H subscription is not eligible for a refund.

The **CIEL Rapid Add-On** plans do not qualify for a refund

If you cancel in the given time periods mentioned above for each plan, we will issue a refund within 5-10 business days. Refunds will be credited to the same account used to place the order.

Kindly note that refunds will not be issued if you choose to cancel your plan after the specified time period mentioned for each plan.