CONSIDARATION DATE :- 23 JULY 2025 10:00 AM IST.

Refund & Cancellation Policy – NEO CREATIONS

Effective Date: 23 JULY 2025
Company: NEO CREATIONS
Contact: grievance@neocreations.co.in
Website: https://neocreations.co.in

At **NEO CREATIONS**, we take pride in delivering memorable and high-quality events through precise planning, resource allocation, and timely execution. To maintain service integrity and fairness, we follow a strict refund and cancellation policy as outlined below:

❌ Cancellation Policy

1. **Advance Notice Requirement**

- Clients must notify **NEO CREATIONS in writing at least 3 months prior** to the scheduled event date in case of cancellation.

2. **Non-Refundable Advance**

- All payments made in advance are **strictly non-refundable.**

3. **No Refund Under Any Circumstances**

- Whether the cancellation is due to personal, legal, professional, natural, or emergency reasons — **no refund will be provided** once the advance is paid.

4. **Exceptional Situations (e.g., Family Death)**

- In rare situations like the **death of a direct family member (parents, children, or own siblings)**, the client may request review by the company.

However, **this does not guarantee any refund**.

- The **NEO CREATIONS** may consider a goodwill gesture at its sole discretion, based on submitted verified documents.

- The final decision rests exclusively with **NEO CREATIONS**, and shall be binding.

Refund Policy

- **No refunds** will be issued **under any condition** once an advance has been paid.
- Payments made are immediately allocated for planning, resource booking, vendor coordination, and blocking event dates.
- Clients are expected to fully confirm all requirements before making any financial commitment.

Important Notes

- By making an advance payment, the client acknowledges and accepts this refund and cancellation policy in full.
- All cancellations must be submitted in writing via official communication (email/WhatsApp), acknowledged by NEO CREATIONS.

If you have any questions or concerns about this, please contact:

NEO CREATIONS
Email: grievance@neocreations.co.in
Phone: +(91) 6351950855
Address: Seth Falia , VP Road ,Valsad - 396001 , Gujarat , INDIA.

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