

# Privacy Policy for Rezin

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Privacy Policy for Parking Solutions

## 1. Parking Reservations

Rezervd allows for users to park their vehicles at our owned properties or properties managed by our partners at their requirement across the City of Bengaluru.

We provide parking availability and Parking solutions and do not provide any physical or electronically generated devices or codes for shipping to any customers.

## 2. Booking Confirmation

Upon successfully booking a parking spot, you will be intimated of the parking start time and on completion the end time of parking for every parking transaction in the app. We also allow for non app users to use the facility as a pay as you go facility for parking.

## 3. Changes and Cancellations

We understand that plans can change, and flexibility is essential. You can avail of pre booking the parking slots based on availability through our app as needed.

## 4. No Physical Products/ No Shipping

It's important to note that we do not sell physical products, and as a result, we do not have a traditional return policy. Instead, our focus is on delivering a seamless and secure parking experience for you. Hence we do not have a shipping policy for our product.

## More Information

At Rezin, our shipping policy is unique because we provide parking services rather than physical products. We are committed to offering you a stress-free and reliable parking experience, and we are here to assist you every step of the way. If you have any questions or need further clarification, please don't hesitate to reach out to us.

Thank you for choosing Rezin Infosoft Private Limited. for your parking needs. We look forward to serving you and making your parking experience as convenient as possible

- email: [info@rezin.in](mailto:info@rezin.in)
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# Return Policy for Rezin

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We do not have a return policy for Rezin as we do not ship or subscribe to physical products. What we in turn provide is a Wallet for Customers to recharge and use as per their requirement.

**Cancellation Policies:** Different parking reservations may have varying cancellation policies. During the booking process, you will be provided with information regarding the specific terms and conditions applicable to your reservation. Some reservations may be non-refundable, while others allow for free cancellations within a specified timeframe.

**Modification Requests:** If you need to change the date, time, or location of your parking reservation, please review the modification options available for your specific reservation. Additional charges or refunds, if applicable, will be based on the terms associated with your reservation.

## Refund Policy for Parking Services

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### Credit Balances

When you request a refund for your parking reservation, the refunded amount will be credited to your wallet balance on our platform. This credit balance can be used for future parking reservations with us.

### 2. Eligibility for Refunds

**Cancellation Policies:** The eligibility for a refund and the amount refunded may vary depending on the specific cancellation policies associated with your parking reservation. During the booking process, you will be provided with information regarding the cancellation terms and conditions for your reservation. Please review these terms carefully.

### 3. Applying for a Refund

**Refund Requests:** To request a refund, Customers are required to contact the designated email address ([Info@rezin.in](mailto:Info@rezin.in)) to raise a complaint which will be replied to and reversed if applicable within 24-48 hours of raising the request.

**Processing Time:** Refund requests are typically processed within a reasonable timeframe, and the credit balance will be added to your wallet balance once the request is approved.

## **4. Using Your Wallet Balance**

Applying Credit: The credit balance in your wallet can be used to pay for future parking reservations with Rezin Infosoft Private Limited. During the checkout process, you will have the option to apply your wallet balance as payment for your reservation.

Expiration: Please note that the credit balance in your wallet may have an expiration date. It is essential to check the expiration date of your wallet credits and use them before they expire.

- email: [info@rezin.in](mailto:info@rezin.in)