

Refund Policy

In the event a customer does not wish to go ahead with a purchase of the vehicle after having paid the online reservation fee to Turno (Blubble Private Limited), the customer can reach out to support@turno.club or call on +91 080 4748 2233 to initiate the refund process against the reservation fee amount.

If any offline payment for reservation has been paid by the Customer to the Dealership towards the price of the vehicle, The Customer has to claim the said amount from the Dealership and no online refunds on the reservation fee shall be processed through Turno.

General Conditions

Once the request for refund for the booking amount is received by Turno (Blubble Private Limited) successfully, Turno (Blubble Private Limited) will instantly initiate the refund to the customers source account.

1. We shall process your Refund Request following receipt as soon as it is reasonably practicable. Response times will vary depending on the mode of payment and stated reasons for requesting a refund of the Service Fees.
2. The payment of a refund of a Service Fee is not guaranteed. The refund will only be approved or rejected by us after verification on the Refund Eligibility Criteria. Once your refund request is received and inspected, we will send you an SMS on your registered mobile number to notify you that we have received your refund request.

Refund Eligibility Criteria

All requests for refunds or cancellation of a Service(s) will only be accepted where:

1. The refund request is received by us within 14 days of the date of payment.
2. It is clear a customer no longer wishes to go ahead with the purchase of the vehicle through Turno (Blubble Private Limited) after having paid the reservation fee
3. It is clear a customer has been charged more than once for the same service. This includes the circumstances where the customer may have paid the reservation amount to Turno but been notified by us that it has been canceled or withdrawn.

Receiving Your Refund

Refunds will be processed by the same method as payment was made for these Services. For example, if payment was made via use of credit or debit card, refund will also be done via the same credit/debit card. In the event, we are unable to process a refund by the same mode in which payment has been made, in such case we will notify you of an alternate mode of payment for processing such refund. In case of payments by debit/credit card, the exact date by which the refund amount will be credited in the account of the customer's bank card shall depend on the bank card issuer but not more than Thirty (30) calendar days.

Refund Policy Updates

This Policy is current as of the effective date set forth above. Turno may, in its sole and absolute discretion, change this policy from time to time by updating this document. Turno will post its updated policy on the website on this page. We encourage you to review this policy regularly for any changes. your continued use of this website and/or continued provision of personal information to us will be subject to the terms of the then-current policy.

Nodal / Grievance Officer

Nodal Officer shall be responsible to ensure compliance with the provisions of the Consumer Protection Act, 2019 and the rules made thereunder. Also to resolve complaints and grievances of the customers pertaining to refunds and cancellations.

Details of the Nodal officer are:

Name	Designation	Address & Contact Number	Email Id
Abhishek Gour	Associate Director	Blubble Private Limited Attic Space- Chanakya 4th Floor, No. 32, 2nd cross, Nanjappa Reddy Layout, Village, opp. Ganga Sagar Hotel, Koramangala 8th Block, Bengaluru, Karnataka 560095	product-admin@turno.club

Mechanism for Grievance Redressal

Step 1: Mode of Registering the Complaint: Register the complaint through electronic mode by sending the Complaint to the registered email id of the Nodal Officer as published in this Policy.

Step 2: Acknowledgement of the Complaint by Nodal Officer: The Nodal Officer on receipt of the complaint through email shall acknowledge receipt of the complaint within 48 hours of the receipt of the same. He must also share the Complaint Registration Number (CRN) so that he can track the status of the complaint for future correspondence.

Step 3: Investigation by the Nodal Officer: The Nodal Officer is hereby obliged to remove access to such violative or incorrect content within a period of 72 hours from the time of receipt of the complaint. The Nodal Officer shall communicate regarding the findings.

Step 4: Resolution of the Complaint: After sending the status of the findings as per step 3 above, if the complainant wants any clarification on the same, then the Nodal Officer shall reply within 2 working days after receipt of the clarification mail. Further, the Nodal Officer is required to resolve the matter within one month of receipt of the Complaint as per the provisions of Rule 4(5) of Consumer Protection (E-Commerce) Rules, 2020.