

Refunds & Cancellation Policy

Refund Policy

At Knowurskin, we are committed to ensuring a satisfactory experience for all our customers. Our refund policy provides clarity and confidence under specific conditions. Please review the details below:

Eligibility for Refund:

A full refund is applicable if the requested skin report is not generated within **24 hours** of payment.

To initiate a refund, users are required to:

- Submit a ticket or express their concerns through the **Send an email to support@skinmitra.com website or WhatsApp.
- Provide the payment receipt or transaction ID for verification.

Refunds will be processed within **5-7 working days** of the approved request.

Cancellation Policy

Cancellation Period:

Cancellations can only be made if the report is not delivered to the customer within **24 hours** of payment. After this period, cancellation requests cannot be guaranteed.

Cancellation Process:

To cancel your request:

- Contact customer support by sending an email to support@skinmitra.com.
- Email: **support@skinmitra.com**
- Provide your payment details and a clear intent to cancel.

Refund Process after Cancellation:

If the request is successfully canceled, refunds will be completed within **5-7 working days** of the cancellation.

Your satisfaction is important to us, and we strive to address your concerns promptly and equitably. If you have any questions or need additional clarification, please contact our customer support team using the contact details provided above.