

Cancellation and Refund Policy

Cancellation:

Cancellation is valid only 1 hour before service time, once the service is availed cancellation cannot be availed

To cancel any service, please contact us at info@horizon-hc.com

Returns

Our policy lasts only till the day or time the sample is collected or the service is availed, unfortunately we can't offer you a refund or exchange if the service is availed.

Refund can be availed, if companies fails to deliver the service. Delay in providing the service will not be referred as failure of delivery.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at info@horizon-hc.com

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.