

## CANCELLATION & REFUND POLICY

Last Updated: 8 April 2026

This Cancellation & Refund Policy outlines the terms applicable to customers who engage services provided by MYAIDER HOLDING SDN. BHD. (“Company”).

### 1. Cancellation by Customer

Customers may cancel a booking subject to the following conditions:

- **Before Driver Assignment**  
Full refund will be provided.
- **After Driver Assignment (Before Arrival)**  
A cancellation fee may be imposed.
- **After Driver Arrival / Job Started**  
No refund shall be provided.

### 2. No-Show by Customer

If the customer fails to appear at the agreed location and time:

- The booking will be considered **completed or cancelled**
- No refund shall be provided

### 3. Cancellation by Company

The Company reserves the right to cancel any booking due to:

- Driver unavailability
- Safety concerns
- Incorrect or incomplete booking details
- Unforeseen circumstances

In such cases, **full refund will be provided.**

### 4. Refund Processing

- All approved refunds will be processed within **7–14 working days**

- Refunds will be made via the **original payment method**

## 5. Non-Refundable Situations

Refunds will not be provided in the following cases:

- Customer cancels after driver arrival
- Incorrect booking information provided by customer
- Misuse of service

## 6. Dispute Resolution

Any refund dispute shall be reviewed by the Company, and the Company's decision shall be **final and binding**.