JEVORAH / 21 NOVEMBER 2026

Refund and Cancellation Policy

Scope

This policy covers cancellation and refund requests for tasks arranged through the Jevorah marketplace.

Before a task is assigned

You can cancel your own unassigned task in My work at no charge. Cancelling closes pending applications. If you already made a payment, send the receipt to support so the parties can review what should be returned.

After a task is assigned

The cancellation fee starts at 1% of the agreed task budget at assignment. It increases by one percentage point for each completed two-hour block after assignment, up to 100% of the budget. For example, a task with an agreed budget of INR 1,000 has a fee of INR 10 during the first two hours and INR 20 after two hours.

Who receives the fee

The freelancer receives half and Jevorah receives half. If a fee cannot be split evenly at the paisa, the extra paisa goes to the freelancer. The app shows both shares before you confirm and records the agreed fee. An assignment with no recorded start time goes to support for review.

Refunds and disputes

Tell the other party promptly when work needs to stop. Support reviews genuine refund and dispute requests, including undelivered work or work that materially differs from the agreed scope. Send your task reference, payment receipt and a brief explanation. The team may ask both parties for evidence and will consider the scope, completed work, relevant messages and applicable law. A complaint does not automatically qualify for a refund.

Settlement

Jevorah records the cancellation and helps coordinate settlement. Task payments and approved refunds are arranged directly by UPI, and the app does not hold task payments or automatically debit either party. The policy does not limit statutory rights. Where required by applicable law, Jevorah bears a comparable charge if it unilaterally cancels a confirmed task.

Support

Email support@jevorah.world with the task reference. Operator: SHIV AURA GLAM ACADEMY, sole proprietorship of NIDHI SINGLA.