



The Pharma Launchpad

with Dr. Shaliga

GUIDING HEALTHCARE PROFESSIONALS
TO PHARMA CAREERS

Refund & Cancellation Policy

At **Pharma Launchpad**, we are committed to delivering tailored, high-quality services, including consultations, strategic information gathering, and the creation of professional career documents. To maintain this standard of personalised service, please review our policy below:

1. Service Finality & Refunds

- **Our Services:** Refunds are not provided for core services, including resume building, cover letter preparation, LinkedIn optimisation, interview coaching, networking, job search strategies, SOPs, or LORs.
- **Final Transactions:** All service transactions are considered final once processed.

2. Scheduled Calls

- **Cancellations:** For 'Scheduled Service Calls/Online meetings, refunds are applicable if the event is cancelled by either party at least **24-48 hours** before the scheduled time.
- **Rescheduling:** If you reschedule a call/online meeting and then cancel it, no refund will be issued.
- **Processing Time:** Approved call/meeting refunds are processed within **7 days** and typically settled in your bank account within **7-14 business days**.
- **Terms:** Refund eligibility depends on the specific payment mode and terms and conditions; Pharma Launchpad assumes no responsibility for external processing delays.

3. Service Pausing & Termination

- **Pausing Services:** You may temporarily pause services that have not yet been initiated for up to **6 months** from the date of purchase.
- **Payment Deadlines:** For service requests already in progress, failure to complete payment within **7-8 days** of initiation will result in the immediate termination of the request.