



Mailing Address

G-1/6 Upper Ground Floor, Sector-5,
Eldeco Estate, Panipat, Haryana 132103

Cancellation & Refund Policy

Last updated: Jan 29, 2026

At **Singla Global Freight**, we operate on a service-based logistics model where pricing, scheduling, and execution are agreed upon in advance with our clients. Please read this policy carefully before engaging our services.

1. No Cancellation Policy

Once a shipment, booking, or service has been confirmed—either through written communication, email, invoice, or contractual agreement—it **cannot be cancelled** under any circumstances.

This is because logistics services involve advance planning, resource allocation, transporter scheduling, and third-party coordination, which cannot be reversed once initiated.

2. No Refund Policy

All payments made to **Singla Global Freight** are **non-refundable**.

Refunds will not be provided for:

- Change of mind by the client
- Delays caused by factors beyond our control
- Incorrect information provided by the client
- Failure to comply with documentation or regulatory requirements
- Any unused portion of the service

3. Payment Terms

- Payments are accepted strictly as per **mutually agreed contractual terms** between the client and Singla Global Freight.
- Once payment is made against an agreed service, it is deemed final and binding.

4. Service Interruptions & Delays

While we make every reasonable effort to deliver services efficiently, Singla Global Freight shall not be held responsible for delays or disruptions caused by:

- Natural calamities
- Government actions or regulatory delays
- Traffic conditions, strikes, or lockouts
- Third-party transporter or warehouse issues
- Force majeure events
- Such events do **not qualify for cancellation or refund**.

5. Disputes

Any disputes arising out of or relating to cancellations, refunds, or payments shall be governed by **Indian Law**, and subject to the jurisdiction of **Delhi & Haryana courts only**.

6. Policy Changes

Singla Global Freight reserves the right to modify or update this Cancellation & Refund Policy at any time without prior notice. Any changes will be effective immediately upon posting on the website.

7. Contact Us

For any questions regarding this policy, please refer to the **Contact Us** section on our website. We are not responsible for communications made through unofficial channels.