

BBBRINGME | LEGAL & POLICY TEMPLATE

BOOKING, CANCELLATION, REFUND & ORDER ADJUSTMENT POLICY

Services, consultations, events, communities and e-commerce transactions

TEMPLATE STATUS: Complete bracketed information, align this document with the actual product design and operations, and obtain Philippine legal review before publication or use.

Included subject areas

- Booking confirmation, rescheduling, cancellation and no-show rules
- Service dispute, refund, credit and remedy process
- Product orders, delivery, returns and order adjustments
- Customer support, Provider cooperation and consumer-rights safeguard

Prepared for: [BBBRINGME Legal Entity Name] | Effective Date: [Insert Date] | Version: 1.0

1. Purpose and Scope

This Booking, Cancellation, Refund and Order Adjustment Policy (Policy) explains how BBBRINGME handles service bookings, consultations, quotes, events, community activities, subscriptions, product Orders, delivery requests and related payment issues. It applies together with the Platform Terms and Conditions, relevant listing details, checkout disclosures, Provider-specific terms and any accepted written quote or work order.

CONSUMER RIGHTS This Policy is intended to provide a transparent support process. It does not limit any consumer rights or remedies that cannot lawfully be excluded. Where a category-specific law, mandatory consumer protection rule or valid written Order provides a more favourable remedy, that requirement will apply to the extent required by law.

2. Booking and Order Confirmation

A booking, product Order, quote, event registration, service request or subscription is confirmed only when the Platform or relevant Provider issues a confirmation through the Platform or another authorised channel. Some requests may require Provider acceptance, a site inspection, consultation, stock check, availability check, deposit, identity verification or payment authorisation before confirmation.

- Customers must review the service scope, price, inclusions, exclusions, schedule, location, materials, travel charge, delivery terms, cancellation window, subscription terms and any special requirements before confirming.
- Providers must keep listings, rates, availability, cancellation terms and lead times current and must not accept an Order they cannot reasonably perform.
- Where a material error is discovered before fulfilment, BBBRINGME or the Provider may propose a correction. The Customer may accept the corrected arrangement or cancel as permitted by law and this Policy.

3. Customer Cancellations and Rescheduling

The applicable listing, checkout screen or accepted quote may state a cancellation deadline, deposit terms, rescheduling process and fee. If no specific term is displayed, the default rules below apply as a template and must be finalised before launch:

Timing / Situation	Default Customer Option	Suggested Outcome (Complete Before Launch)
More than [48] hours before a confirmed service	Cancel or request reschedule through the Platform.	[Full refund / credit / no fee] unless the listing states a clearly disclosed non-refundable component.
Between [24-48] hours before service	Cancel or request reschedule.	[Partial refund / one reschedule / disclosed cancellation fee]

Timing / Situation	Default Customer Option	Suggested Outcome (Complete Before Launch)
		depending on Provider terms and preparatory costs.
Less than [24] hours before service or no-show	Contact Provider and Support immediately.	[No refund / partial refund / credit] subject to documented circumstances, applicable law and Provider-specific terms.
Provider cancels or cannot perform	Customer may choose a refund, reasonable rebooking support or alternative option.	[Full refund of amounts paid for undelivered service] and any legally required remedy.

4. Provider Cancellations, Delays and Service Changes

Providers must promptly notify the Customer and BBBRINGME if they cannot perform a confirmed Service, expect a material delay, need to change the scope, substitute personnel, replace a product, use different materials, modify an event, or charge an additional amount. A Provider must obtain the Customer's informed approval before making a material non-emergency change.

- If a Provider cancels before performance, BBBRINGME may provide a refund, credit, rebooking assistance or another lawful remedy. The Provider may be responsible for associated refunds or charges under the Provider Agreement.
- If a delay is caused by weather, safety conditions, force majeure, property access, Customer information, third-party vendor issues or another reason outside reasonable control, the parties should attempt a fair reschedule or partial remedy based on the documented facts and applicable law.
- For automotive, moving and home Services, a Provider may pause or decline work where it is unsafe, illegal, outside scope, requires specialist approval, or cannot be performed without additional information, equipment or access. Any fee must be clearly disclosed and lawfully chargeable.

5. Service Complaints and Refund Requests

If you believe that a Service was not delivered as agreed, you should submit a request through [In-App Support / Support Email] within [7] days of the scheduled completion date, unless a different period is required by law or stated in the accepted Order. Include the booking reference, description of the issue, relevant messages, photos, receipts, time records and the remedy requested.

- BBBRINGME may request additional information from the Customer and Provider, review platform records and propose a reasonable remedy based on the service type, evidence, applicable law and disclosed terms.
- Potential remedies may include re-performance, replacement, repair, partial refund, full refund, price adjustment, credit, rescheduling, cancellation or another remedy required by law.

- Refunds will normally be returned to the original payment method where practical. Timing depends on the payment provider, bank, wallet, card scheme or other processor. BBBRINGME will communicate the status through the support channel.
- Do not make unsupported, abusive or fraudulent claims. BBBRINGME may deny a claim where evidence reasonably indicates that the Service was performed as agreed, the issue resulted from undisclosed Customer circumstances, or the claim is fraudulent or abusive, subject to applicable law.

6. E-Commerce Product Orders, Delivery and Returns

Where BBBRINGME or a participating merchant sells physical products, the product page and checkout screen should disclose the seller of record, price, tax, delivery charge, estimated delivery window, stock status, return eligibility, warranty information and any product-specific terms. Product returns and remedies may differ for customised, made-to-order, perishable, hygiene-sensitive, safety-sensitive or final-sale products, subject to applicable law and clear disclosure before purchase.

- Customers should inspect delivered goods promptly and report missing, incorrect, damaged or defective items within [7] days of receipt, with photographs, packaging and delivery evidence where available.
- A return may require the product to be unused, complete, in original condition and returned with proof of purchase, except where the issue is a defect, misdescription, legal remedy or another circumstance where a different standard applies.
- Where a merchant proposes a substitution because an item is unavailable, materially different or delayed, the Customer must be given clear information and an opportunity to accept or decline the substitution before fulfilment, unless a lawful emergency or pre-approved preference applies.
- Delivery delays caused by third-party couriers, weather, force majeure, address errors, restricted access or safety conditions will be assessed based on the facts. This does not limit mandatory consumer remedies.

7. Order Adjustments, Quotes and Additional Charges

Many BBBRINGME Services may require changes after a booking is made, especially for home, automotive, moving, event, professional or custom work. An Order Adjustment must be clearly described and accepted by the Customer before the Provider performs additional chargeable work, except where immediate action is reasonably necessary to prevent serious harm, loss or a safety hazard and the law permits the action.

- Order Adjustments should identify the reason, revised scope, additional or reduced price, timeline, materials, alternative options and impact on cancellation or warranty terms.
- Verbal adjustments should be documented promptly through the Platform or another approved written channel.
- A Provider may decline to continue work outside the confirmed scope until the Customer accepts a clear adjustment, provided this is done safely and lawfully.

8. Subscriptions

Where BBBRINGME offers subscription plans, the sign-up screen must identify the plan price, billing period, renewal method, included features, cancellation method and any non-refundable periods. Cancellation normally prevents future renewal but does not automatically create a refund for a current billing period, except where required by law or specifically stated in the plan terms.

9. Fraud, Chargebacks and Payment Disputes

If you believe a payment is unauthorised, contact your payment provider and BBBRINGME Support promptly. We may investigate suspected fraud, chargebacks, duplicate payments, payment reversals, account takeover or policy abuse. We may temporarily limit access, hold a payout or request further verification where reasonably necessary to protect users and the Platform, subject to applicable law and our disclosed terms.

10. Contact and Policy Changes

To request cancellation, rescheduling, a refund or an Order Adjustment, contact [Support Email] or use [In-App Support Path]. Include your booking or Order reference and relevant evidence. We may update this Policy by publishing a revised version with an updated effective date. Material changes will be communicated through reasonable channels where required.

Schedule A. Reference Framework and Completion Checklist

This template is written for a Philippine-focused digital platform and should be checked against the final product, business model, payment flow, provider onboarding, customer-support process, and applicable local requirements before publication or signing.

Official reference links for legal review

Data Privacy Act of 2012 and National Privacy Commission resources: <https://privacy.gov.ph/data-privacy-act/>

Internet Transactions Act of 2023: <https://ecommerce.dti.gov.ph/internet-transactions-act-of-2023/>

Internet Transactions Act Implementing Rules and Regulations:
<https://ecommerce.dti.gov.ph/implementing-rules-and-regulations/>

DTI E-Commerce Philippine Trustmark information: <https://trustmark.dti.gov.ph/>

DTI e-commerce regulatory framework resources: <https://ecommerce.dti.gov.ph/ecommerce-philippines-2022/regulatory-framework/>

Before finalising this document

- Replace all bracketed placeholders, including the legal entity name, registered address, support contact, data protection contact, governing law details, fees, booking windows and refund timelines.
- Confirm the Platform role for each product line: marketplace facilitator, direct service provider, merchant of record, subscription provider, payment facilitator, or a combination.
- Review service-specific approvals, permits, qualifications, insurance, age restrictions and safety procedures for automotive, moving, home, entertainment, events, coaching, professional and community services.
- Align the terms with the app interface, checkout flow, cancellation options, privacy notices, cookies, provider verification process and all marketing statements.
- Have Philippine counsel assess consumer-protection, labour classification, tax, payment, intellectual property, advertising, data privacy, local permit and sector-specific obligations.