

Cancellation & Refund Policy

Last Updated: January 17, 2026

Akasha Darshan (operated by Luminaveil Private Limited or Akashaverse) acts as a managed facilitator offering devotees with rituals at sacred shrines through Fulfilment Partner(s). Our services include the booking of Pujas/Rituals and the delivery of Prasad. By availing of these services, you agree to the terms outlined in this policy.

1. General Principles

Akasha Darshan acts solely as a facilitator. The actual spiritual rituals are performed by qualified priests, and physical fulfilment (Prasad) is managed by our verified Fulfilment Partners and Third-Party Logistics (3PL) providers.

2. Puja & Ritual Services (Digital/Intangible Services)

Due to the sacred and time-sensitive nature of religious rituals, which involve specific priest assignments and material procurement:

- **Finality of Booking:** All bookings for Pujas and Rituals are considered final once the preparation window has commenced.
- **Cancellation Window:** You may request a cancellation up to **24 hours** prior to the scheduled date of the Puja for a full refund (minus payment gateway fees).
- **No Refunds Post-Sankalp:** No refunds will be issued once the *Sankalp* has been taken or the ritual has been initiated.
- **Evidence of Performance:** Akasha Darshan will provide video recordings or photographs of the ritual as digital proof of performance. This serves as the final evidence of service fulfilment.
- **Effectiveness Disclaimer:** Akasha Darshan makes no claims and takes no responsibility regarding the effectiveness, spiritual outcomes, or "results" of any ritual. These are matters of personal faith and belief.

3. Prasad & Physical Deliveries

Prasad is considered a "sacred and perishable" offering.

- **Non-Returnable Nature:** Once Prasad has been offered to the deity and dispatched, it cannot be returned or refunded due to its perishable nature and religious sanctity.
- **Fulfillment & 3PL Liability:** Prasad deliveries are handled by our Fulfillment Partners through Third-Party Logistics (3PL) providers (e.g., India Post, Delhivery, Blue Dart). Akasha Darshan is not liable for delays, damage, or loss caused by 3PL providers, though we will assist in coordinating with them for resolution.
- **Damaged Goods:** If Prasad is received in a damaged condition, you must report the issue within **48 hours** of delivery with clear photographic and video evidence for a potential replacement or partial refund at our discretion.

4. Refund Process & Timelines

All payments are processed through our secure gateway, **PayU**.

- **Source Account:** Approved refunds will be credited only to the original payment method (Credit Card, Debit Card, UPI, or Net Banking) used during the booking.
- **Timelines:** Once initiated, refunds typically take **5 to 21 business days** to reflect in your bank account, depending on your bank's processing cycles.
- **Deductions:** Any non-refundable convenience fees, taxes, or payment gateway charges incurred at the time of booking may be deducted from the refund amount.

5. Force Majeure & Temple Restrictions

The nature of temple operations necessitates flexibility. Akasha Darshan shall not be liable for non-performance or delays caused by:

- **Temple Decisions:** Sudden changes in temple timings, VIP movements, or trust-mandated restrictions.
- **Acts of God:** Natural calamities, extreme weather (e.g., heavy monsoons), pandemics, or civil unrest. In such cases, Akasha Darshan will make its **best endeavours** to reschedule the ritual to the next available auspicious date.

6. Accuracy of Information

The devotee is solely responsible for providing accurate details (Name, Gotra, Nakshatra, Address). Akasha Darshan is not liable for rituals performed or Prasad delivered incorrectly due to errors in the information provided by the user.

7. Grievance Redressal

In compliance with the Consumer Protection (E-Commerce) Rules, 2020, any grievances should be directed to our Grievance Officer:

- **Email:**
- **Response Time:** We acknowledge complaints within 48 hours and aim for resolution within one month.