

## **Cancellation and refund policy**

1. Specified by the consumer in electronic format via the Web Site Services (Transfer Service hour shuttle service, etc.) if you purchase IT form the preliminary information presented to the user agreement/sales distance contract, you agree to the cancellation and Refund Policy privacy and security policy.
2. The consumer is subject to the provisions of the Consumer Protection Law No. 6502 and the distance Contracts Regulation (RG:27.11.2014/29188) and other laws in force in relation to the service purchased by the consumer.
3. If there are situations that make it impossible to perform the purchased service, HIT must inform the consumer of this situation in writing ( via e-mail, message, notary, mail, cargo, etc.) within 3 days of learning about this situation. 11 of the user and membership agreement available on the website. The matters mentioned in the article are reserved.
4. If the consumer does not pay for the service they have purchased or cancels it in their bank records, HIT's obligation to perform the service ends.
5. The purchased service in question may be changed by the consumer or requested for free cancellation until 6 hours if the main departure and destination points where the transport service will take place are in the same city, and 12 hours if the departure and destination points are not in the same city. if the consumer wishes to cancel the reservation without complying with the specified conditions, the reservation has been made and HIT does not refund the usage fee for the reservation paid for the said transportation service. The reservation is deemed to have been realized and the service is deemed to have been provided to the consumer. the consumer is considered to have accepted, declared and committed in advance that he will not claim any rights in cancellations that he has made without complying with the hours.
6. Consumer, user agreement 5.(a) in accordance with Article 2, it may use the right to withdraw up to 6 hours before the time of booking in the city; up to 12 hours before the time of booking outside the city. There is no right to cancel, change or withdraw on shared trips. Consumer's right of withdrawal and right of change in case of non-compliance with the specified booking hours there is no.

7. HIT, distance Contracts Regulation 12/1 from the moment the notice of withdrawal reaches it. Return the total price no later than 14 days in accordance with the article references

8. If for some reason caused by the consumer's defect, the service becomes impossible to perform or if it is partially performed, the consumer is obliged to reimburse the damages of hit at the rate of the consumer's defect.

9. If the consumer defaults on a credit card/ debit card payment, the cardholder agrees, declares and undertakes that he will pay interest and be liable to the bank under the credit card agreement between the bank and the bank. In this case , the relevant bank may apply for legal remedies; it may claim the costs and power of attorney from the consumer , and under any circumstances, if the consumer defaults on his debt , the consumer agrees that he will pay the damages and losses incurred/incurred by hit due to the delayed performance of the debt.

**HİT TRANSFERTAŞIMACILIK VE KONGRE ORGANİZASYON  
ÇÖZÜMLERİ LTD ŞTİ (HİT)**

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