Refunds & Cancellations Policy

Welcome to GoRacings.com! We aim to ensure your experience with us is smooth and enjoyable. However, we understand that there may be circumstances requiring refunds and cancellations. Below is our detailed policy regarding refunds and cancellations for various types of payments including racing allocation payment, participation payment, and audience ticket payment.

For any queries or assistance, please feel free to contact our support team at goracings@swyomsoft.com.

Racing Allocation Payment

Cancellation Policy

- **Cancellation Period**: You can cancel your racing allocation up to 7 days before the event date.
- **How to Cancel**: Send an email to goracings@swyomsoft.com with your allocation details and reason for cancellation.

Refund Policy

- **Refund Eligibility**: If the cancellation request is received at least 7 days prior to the event date, you are eligible for a full refund.
- **Processing Time**: Refunds will be processed within 30 working days from the date of cancellation request approval.
- **Credit Timeline**: After processing, the refunded amount will be credited to your bank account within 5-7 working days.

Participation Payment

Cancellation Policy

- **Cancellation Period**: You can cancel your participation up to 14 days before the event date.
- **How to Cancel**: Send an email to goracings@swyomsoft.com with your participation details and reason for cancellation.

Refund Policy

- **Refund Eligibility**: If the cancellation request is received at least 14 days prior to the event date, you are eligible for a full refund.
- **Processing Time**: Refunds will be processed within 30 working days from the date of cancellation request approval.
- **Credit Timeline**: After processing, the refunded amount will be credited to your bank account within 5-7 working days.

Audience Ticket Payment

Cancellation Policy

- **Cancellation Period**: You can cancel your audience ticket up to 3 days before the event date.
- **How to Cancel**: Send an email to goracings@swyomsoft.com with your ticket details and reason for cancellation.

Refund Policy

- **Refund Eligibility**: If the cancellation request is received at least 3 days prior to the event date, you are eligible for a full refund.
- **Processing Time**: Refunds will be processed within 30 working days from the date of cancellation request approval.
- **Credit Timeline**: After processing, the refunded amount will be credited to your bank account within 5-7 working days.

General Terms

Non-Refundable Situations

- **Late Cancellations**: Requests made after the specified cancellation period for each type of payment will not be eligible for a refund.
- **Event Cancellations**: If an event is cancelled by GoRacings, you will be eligible for a full refund irrespective of the cancellation period.
- **Force Majeure**: In case of cancellations due to unforeseen circumstances such as natural disasters, refunds will be processed based on the situation and as per the company's discretion.

Refund Process

1. **Initiation**: Send a refund request to goracings@swyomsoft.com.
2. **Approval**: You will receive a confirmation email once your request is reviewed and approved.
3. **Processing**: Refunds will be processed within 30 working days from the approval date.
4. **Credit**: Once processed, the amount will be credited to your bank account within 5-7 working days.

Contact Us

For any queries or further assistance regarding refunds and cancellations, please contact our support team at goracings@swyomsoft.com.

We appreciate your understanding and cooperation. Thank you for choosing GoRacings.com!