

Air12 Cancellation and Refund Policy

Cancellation eligibility, retained charges and refund timing

Version	2.0
Publication date	10 October 2026
Published by	ASCRIBE ATTRIBUTION SYSTEMS PRIVATE LIMITED
CIN / PAN	U58200MH2025PTC457667 / ABDCA8269Q
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1. Scope

1.1 This Policy applies to cancellation of a Shipment booked under an accepted Quote. It should be read with the Air12 Sender Agreement and the frozen commercial information for the Shipment.

2. Cancellation cutoff

2.1 A Shipment may be cancelled only before the Source Captain confirms airline handover. Once airline handover is confirmed, the Shipment is no longer cancellable through Air12.

2.2 A cancellation request is effective only when accepted and recorded through the authorised Air12 process. Merely sending a message or ceasing cooperation does not cancel the Shipment.

3. Before MAIN Payment completion

3.1 If MAIN Payment has not completed, cancellation does not require a paid-cash cancellation settlement because no completed MAIN customer cash is available for refund.

4. After MAIN Payment — before Source/Pickup vehicle assignment

4.1 If cancellation is recorded after MAIN Payment has completed but before a Source/Pickup vehicle is assigned, Air12 retains:

- INR 1,000 as the cancellation charge;
- the frozen mandatory cargo insurance amount; and
- the frozen Concierge Service fee, where the Shipment originated from the Concierge Service.

4.2 No Source/Pickup Local Movement or Pickup Loading Helper amount is retained at this stage.

5. Source/Pickup vehicle assigned — before pickup completion

5.1 If cancellation is recorded after a Source/Pickup vehicle is assigned but before pickup is completed, Air12 retains:

- INR 1,000 as the cancellation charge;
- one applicable frozen Source/Pickup Local Movement charge;
- the frozen Pickup Loading Helper charge, where applicable;
- the frozen mandatory cargo insurance amount; and
- the frozen Concierge Service fee, where applicable.

6. Pickup completed — before source-airport receipt completion

6.1 If cancellation is recorded after pickup is completed but before source-airport receipt is completed, Air12 retains:

- two times the applicable frozen Source/Pickup Local Movement charge;
- the frozen Pickup Loading Helper charge, where applicable;
- the frozen mandatory cargo insurance amount;
- the applicable frozen Core Custody Fee; and
- the frozen Concierge Service fee, where applicable.

6.2 No separate INR 1,000 cancellation charge applies at this stage. Air Freight and destination-side movement or helper charges are not separately retained solely because the Shipment was booked.

7. Source-airport receipt complete — before airline handover

7.1 If cancellation is recorded after source-airport receipt is completed but before airline handover, no refund is due. The total completed customer cash recorded at cancellation is retained, subject to the frozen cancellation settlement and applicable tax treatment.

8. DELTA

8.1 A completed DELTA payment is part of completed customer cash for the applicable cancellation settlement.

8.2 A positive DELTA that remains unpaid at cancellation is not treated as completed payment and is not part of the refundable amount. Where the applicable cancellation stage preserves an outstanding DELTA obligation, that obligation remains payable unless validly waived.

8.3 No negative DELTA or automatic credit arises where final verified chargeable weight or payable amount is lower than the MAIN commercial position.

9. Refund calculation and tax treatment

9.1 Retained commercial components are taken from the accepted or otherwise frozen transaction values. Mandatory insurance is non-refundable after MAIN Payment completion. A refund cannot exceed eligible completed customer cash and cannot create a debit merely because a calculated retention exceeds completed cash.

9.2 Applicable GST is calculated using the frozen accepted-Quote tax basis and frozen transaction tax identity.

10. Refund initiation and settlement

10.1 Air12 initiates the approved refund within three Business Days after the cancellation settlement is confirmed.

10.2 The time taken for the amount to appear in the payer's bank account or payment instrument depends on the payment provider and banking system and is outside Air12's direct control.

10.3 Air12 may require confirmation of the original payment reference and may refund only to the original payment source or another legally permitted destination.

11. Sender default and unlawful Goods

11.1 Where cancellation or refusal results from prohibited Goods, false declaration, missing statutory documents, unsafe packaging, unlawful conduct or other Sender breach, Air12 may retain or recover additional direct costs, penalties and losses to the extent permitted by the Sender Agreement and applicable law.

12. Policy changes and contact

12.1 A revised version becomes effective when published and applies prospectively. It does not alter a cancellation already completed under an earlier version.

12.2 Questions concerning a recorded cancellation or refund may be sent to info@air12.in.