



Refund and Cancellation Policy

The objective of the policy is to outline the rules for any refunds or cancellations being made to prospective or existing customers

Definitions

Refund: This means repaying in full or part of any fees, interest or any charge that has been levied to the customer either in excess or is against the policy. It may include any payment made on ex gratia grounds at the will of the company.

Cancellation: This would mean recalling an existing loan or rejecting any application for a loan or top- up form a new or an existing customer

Refunds

The terms of the loan including all charges, fees etc are shared and have been explained to all the applicants at the time of the agreement and the loan applicants have understood and agreed to these terms of their own free will without any coercion or compulsion

All the fees, charges or levies about the loan are a part of the loan agreement and are also stated in the most important terms and conditions of the loan are non-refundable and will not be refunded to the customer.

In the interest of transparency. The company video records the terms being shared with the customer at the time of the agreement

Exception (Cases where the refund may be processed)

- 1) When the customer has paid any fees, levies charges, interest in excess
- 2) Upon request on ex gratia grounds (ie in case of adverse material change like death in the family etc

Amount of Refund

- 1) The refund will be equal to the excess amount paid by the customer
- 2) The refund will be equal to the any fees or charges paid by the customer

Any GST or tax already deposited by the company from the fees received will borne by the company

Cancellations

An application for loan may be cancelled by the company on the following grounds

- 1) If details submitted by the customer are found to be untrue
- 2) When the customer is not able to prove credentials or provide relevant documents to support his claim
- 3) In case the customer has submitted fake , forged or fabricated documents
- 4) Any fees paid by the customer

An existing loan may be recalled or cancelled by the company anytime during the on the following grounds

- 1) Breach of the terms of the loan as the loan agreement like non-payment of the EMIs
- 2) There is adverse material change in the circumstances of the customer
- 3) The customer does not use the loan granted for the purpose stated in the loan