

## **Refund & Cancellation Policy**

The online payment once received towards our transportation and delivery services, the same shall not be refunded in an ordinary course of business. However, this policy sets out instances for when a refund/ cancellation of the subscription may be sought.

Sometime, the payment could be successful, but the services may not be granted to the users. Some of the common reasons for the above scenario include:

- i. Incorrect authenticator details like account no, IFSC Code etc.,
- ii. Penalty, if any, not added to the outstanding bill amount;
- iii. Technical issues at the payer's end;
- iv. We may not be accepting orders at that point of time.

By default, all failed transactions are automatically refunded as per the standard policy of the respective banks. However for the same to reflect in your account it may take specific time as per the standard policy of the respective banks which you may check with the respective banks. Generally refunds will be reflected within a standard number of Days in Case of Net Banking/Debit Card Transaction & a standard number of Days (Next Billing Cycle) for Credit Card Transactions. For any further details on the same, we request you to please contact the respective banks. We shall not be held liable for the same any failed transactions between the bank accounts.

We request all Tax payers to kindly verify the Tax bill Details carefully before making any payment.

We shall not entertain any refund requests if cancellation of subscription is in violation of this policy or its Terms of Service or if we terminate the user account for violation of its Terms of Service.

The payments once made by you for our services cannot be cancelled for a refund. An subscription may be cancelled before the same has been acted upon on the App due to any of the following reasons:

1. On any of your reasonable request, provided that the assessment of reasonability of such requests shall be at the sole discretion of the App;
2. Any reason beyond the our control;
3. Any technical difficulties in payment of the amount, as maybe required.

You are advise to read the below guidelines for cancellation of orders:

1. As a user, you may cancel an order placed by you before the order enters the "billed" stage. For any permitted cancellations, we will initiate a refund, if any, made by you under the relevant order within approximately 48-72 hours.

2. Orders may be cancelled by us in any of the following cases: (a) if it is suspected that a customer has undertaken a fraudulent transaction, or (b) if it is suspected that a customer has undertaken a transaction which does not conform to or violates these Terms of Use/User Agreement, or (c) in case of unavailability of product(s), or (d) for any reason outside the our control, including causes for delivery-related logistical difficulties. For such cancellations, we may initiate a refund, if any, made by you under the relevant order within 72 hours.
3. Further, while precautions are taken to ensure accuracy of product specifications, the details of a product as reflected on the Marketplace may be inaccurate due to technical issues, typographical errors or incorrect product information provided to us by third-party sellers and in such an event, you shall be notified as soon as such error comes to our the notice. In such an event, we reserves the right to cancel your order and grant credit/coupon for the value of the returned product. Such credit shall be available for use against a subsequent invoice for transactions on the Marketplace.
4. We maintain a list of all fraudulent transactions and non-complying users, and reserve the right to deny access to such users at any time or cancel any orders placed by them in future.

### **Returns & refunds**

- Products once delivered are non-returnable, except in case the same are damaged, defective, expired or incorrectly delivered and you are requested to read the return policy of each product listed at our Platform before raising any request for return or refund.
- All refunds for returns and cancellations will be processed within seven (7) days from the date of return of the product subject to satisfactory checks and the refunds shall be processed in the same manner as they are received, unless refunds have been provided to You in the form of credits, refund amount will reflect in Your account based on respective banks policies. Refunds for products purchased on cash on delivery basis shall be refunded by way of promotional codes which shall expire after thirty (30) days from the date of issue of such promotional codes. Users can opt-in for a promotional code refund for online payments as well. Refund cannot be transferred back to any other payment method once the promotional code is initiated.
- All other promotional codes issued by us to users shall expire within seven (7) days from the date of its issue.
- Unless otherwise stated and/or as mutually agreed between the us and users for payments made through electronic means such as debit card, credit card, net banking, wallet etc. the refund shall be made using the same payment mode.
- All refunds shall be made in Indian Rupees only.