# Special Discounts for OPEN FINANCE Customers are not applied as the offer displayed in the app.

We regret the inconvenience. Please try again.

# I am unable to add products to my wishlist

Please try adding your product again to the wishlist. If the issue persist, please mail your queries to …….@Open Finance.co.in

# Special Discounts for OPEN FINANCE Customers not applied as the offer displayed in the app.

We regret the inconvenience. Please try again.

# My session expired. What do I do now?

We regret the inconvenience. Please try after sometime.

# Merchant site is not responding.

We regret the inconvenience. Please try after sometime.

# The selected product is out of stock.

We regret the inconvenience. Please contact the Merchant customer care.

# The product is available cheaper at a different merchant site. Why is the merchant detail not available on your platform?

We thank you for your feedback. The Merchants on OPEN FINANCE platform offer wide variety of products. You may find more products on our OMP.

# The product description is different from the display

We regret the inconvenience. Please call the merchant Customer care for any queries regarding the product.

# I could not find ‘X’ Merchant in OMP?

We thank you for your feedback. The existing Merchants on OPEN FINANCE platform offer wide variety of products. You would find more merchants offering their products on our OMP soon.

# I am unable to add products to my wishlist

Please try adding your product again to the wishlist. If the issue persists, please mail your queries to support@Open inance.co.in

# My payment did not go through. What do I do?

We regret the inconvenience. Please call the merchant Customer care for any payment related queries.

# My bank account got debited twice. Whom do I contact?

We regret the inconvenience. Please call the merchant Customer care for any payment related queries.

# My account got debited, merchant claims non-receipt of money.

We regret the inconvenience. Please call the merchant Customer care for any payment related queries.

# My transaction got failed. Whom should I contact?

Please refer to merchant portal to track transaction history, failed transactions, refund etc. However, if the payment is done by an OPEN FINANCE payment instrument like OPEN FINANCE Debit Card, OPEN FINANCE Credit Card, etc., you can check the transaction history in the OPEN FINANCE OMP app.

# Cashback shown online is not received after I transfer it to my account.

Please contact the Merchant Customer Care for queries related to payment and product.

# Discounts as displayed not applied at the merchant's site.

The discounts are customized exclusive for you and the same would be applied on redirection to the Merchant site. Please contact the Merchant Customer Care for more details.