

### **Merchant's Refund and Cancellation Policy**

Our focus is customer satisfaction and to this end, we will be proactive in taking feedbacks from the customer and resolving his issues, if any, promptly.

#### **Terms and conditions:**

1. The client (seller) is requested to fully satisfy himself regarding the services and the payments being made by him beforehand.
2. The client will be required to sign an MOU and letters of authorisation with the company.
3. The Onboarding fee is an annual charge and valid for one year. The tenure is extendable by a maximum period of three months on a case to case basis – this is subject to the Company management's decision and will be allowed only in extraordinary circumstances during the first year of onboarding (only for clients Onboarded on or before 31.12.2023).
4. Any discounts, if offered and availed will be valid only up till the 31<sup>st</sup> March, 2023 and the rates may be revised at the company's discretion thereafter.
5. The company reserves the right to make changes in the rates of services offered at any time. The existing (onboarded) clients will be exempt from this till the validity date of their Onboarding.
6. All payments will be made in the bank accounts of Indigem Channel Partners Private Limited, through valid banking mediums available. No non- banking transactions are accepted or treated as valid.
7. The company reserves the right to cancel the registration (Onboarding) of any client, for any reason at any time. Each such case will be Investigated by the company management.

8. **Refund Policy:**

Payments made are non-refundable in all cases.

Refund, if any, on account of double payments, shall be refunded through the payment Gateway in the same account from which the payment originated.

**Cancellation:** The company reserves the right to cancel the registration (Onboarding) or any other services of any client, for any reason at any time. In such a case, a refund maybe provided to the client as per the company's discretion.

All disputes will be attempted to be resolved amicably by discussions between the company and the client. Beyond this, all disputes will be subject to the jurisdiction of Rajkot, Gujrat only.