



Refund Policy

In case of if any customer wants to refund their balance because of any reason:

- He/She may claim a refund of the advance payment from their wallet.
- The advance payment may be added as credit in the account of the consumer and be adjusted in due course for future consultations.
- In case the consumer's credit card/debit card/payment account has been accidentally overcharged, please notify **ASKURDR support** of the same at the earliest. In case of over-charging, the consumer has the following options: He may claim a refund of the outstanding amount. In such a scenario, **ASKURDR shall** make all endeavors to refund the amount within 7-14 working days. The outstanding amount may also be credited to the account of the consumer so as to be adjusted in future consultations of himself or of any other person.
- The refund shall be made by e-banking or by other such mode other than cash, depending upon the suitability of both, **ASKURDR** and the consumer.
- For claiming refund, the consumer should necessarily have the valid invoice of the balance uploaded to the wallet, so as to be able to get the refund.