

## **Cancellation and Refund Policy**

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### **1. Purpose**

This Cancellation and Refund Policy ("Policy") governs the cancellation of loan applications, withdrawal of loan requests, refund of payments, and resolution of payment-related issues in relation to loan products and services offered by Arthimpact Digital Loans Private Limited ("Company"), a Non-Banking Financial Company ("NBFC") registered with RBI.

### **2. Loan Application Cancellation**

#### **2.1 Cancellation Prior to Loan Disbursement**

An applicant may request cancellation or withdrawal of a loan application at any time before loan disbursement, subject to:

- Verification of the applicant's identity;
- Completion of internal processing requirements; and
- Absence of any legal or regulatory restrictions.

The Company reserves the right to recover any non-refundable charges, if expressly disclosed to and accepted by the applicant prior to cancellation.

#### **2.2 Cancellation After Loan Disbursement**

Once the loan amount has been disbursed, the loan transaction shall be deemed complete and cannot be cancelled.

However, the borrower may prepay, foreclose, exit or repay the loan in accordance with the terms and conditions of the applicable loan agreement and applicable laws and regulatory guidelines.

### **3. Refund Policy**

#### **3.1 Eligible Refunds**

Refunds may be considered in the following circumstances:

- Duplicate payments made by the borrower;
- Excess payment received over and above the amount due;
- Charges collected due to a system error or processing error;

- Any other circumstance where the Company determines that a refund is warranted.

### **3.2 Non-Refundable Amounts**

Unless required by law or expressly provided otherwise:

- Interest accrued on the outstanding amount of the loan shall not be refundable;
- Processing fees, documentation charges, verification charges, convenience fees, or other charges disclosed in KFS and Loan Agreement shall not be refunded after the relevant service has been rendered;
- Any applicable taxes, GST, duties, levies, cess, stamp duty, registration charges, government fees, statutory charges, or other amounts collected on, in relation to, or attributable to the fees and charges referred to above, and remitted or payable to the relevant governmental, statutory, or regulatory authority, shall also be non-refundable, except to the extent otherwise required under applicable law.

### **4. Refund Process**

Customers seeking a refund may contact the Company through the contact details provided below and furnish:

- Loan account number or application reference number;
- Transaction reference number;
- Details of the payment in question; and
- Any supporting documentation requested by the Company.

Upon verification and approval, eligible refunds shall be processed to the original source account or through any other lawful mode determined by the Company.

### **5. Timeline for Refunds**

Refunds arising from duplicate payments, excess payments, erroneous collections, system errors or similar circumstances shall be processed within 7 working days to 15 working days from verification and approval by the Company.

Failed payment transactions shall be resolved in accordance with RBI directions governing failed payment transactions and the timelines prescribed thereunder.

The actual credit of funds shall depend on the timelines and procedures of the customer's bank, payment gateway, card issuer, or other financial institution involved in the mentioned transaction.

## 6. Failed Transactions

Where a customer's account has been debited but the payment has not been successfully credited to the Company due to a failed payment transaction, the matter shall be governed by the applicable rules of the relevant payment system, payment service provider, acquiring bank, issuing bank, payment aggregator, and applicable regulatory guidelines issued by the Reserve Bank of India ("RBI") from time to time.

In such cases:

- The Company may assist the customer in investigating and tracking the transaction based on the information provided by the customer;
- If the failed transaction amount has not been received by the Company, the Company shall not be responsible for processing or initiating a refund of such amount;
- The refund or reversal, where applicable, shall be processed by the relevant payment system participant in accordance with the timelines prescribed under applicable RBI directions and payment system rules;
- Customers are encouraged to promptly report any such failed transaction and provide the relevant transaction reference details to facilitate investigation.

## 7. Policy Amendments

The Company reserves the right to modify or amend this Policy from time to time. Any revised version shall be effective upon publication on the Company's website.

## 8. Contact Details

For any cancellation or refund-related requests, customers may contact:

**ARTHIMPACT DIGITAL LOANS PRIVATE LIMITED**

**CIN:** U65921MH1996PTC311634

**Registered Office:** Regus - Supreme Business Park, Unit No. B-501/A, Mumbai, Mumbai, Mumbai, Maharashtra, India, 400076

**Corporate Office-** 5th Floor, Palm Court 20/4, Sukhrali Chowk, Sector 14, Industrial Estate (Gurgaon), Haryana, India, 122007

Email: [support@arthimpact.in](mailto:support@arthimpact.in)

Phone: 9044052255



The Company shall make reasonable efforts to address all genuine requests in a timely manner and in accordance with applicable laws and regulatory requirements

The Company reserves the right to reject claims that are found, upon reasonable investigation, to be fraudulent, misleading, unsupported by transaction records, or otherwise not genuine. Such action shall be without prejudice to any legal or regulatory remedies available to the Company.