



# Neeladri Growth Chits Private Limited

## Refund / Cancellation Rules

### Refund for Failed Transaction

If the amount is debited from customer account and the transaction was not successful, Refund will be initiated for the entire transaction amount and the refund will be initiated immediately and there is no guarantees whatsoever for the accuracy or timeliness of the refunds reaching the Customers card/bank accounts. This is on account of the multiplicity of organizations involved in processing of online transactions, the problems with Internet infrastructure currently available and working days/holidays of financial institutions.

### Refund on cancellation

If you are not completely satisfied with our service, we're here to help. Upon raising a cancellation request after joining a chit group, a refund of the paid amount can be processed after deducting a cancellation fee of up to 5% of the chit value. The refund amount shall be credited to the account from which the chit payments were made, after deducting the applicable charges.

### Refund on Excess payments

In case you have attempted to make an online payment of a transaction more than once, and Neeladri Growth Chits have received the amount more than once, then the customer will have to claim a refund within 15 days of the transaction. A refund will be initiated for the excess amount and there is no guarantee whatsoever for the accuracy or timeliness of the refunds reaching the customer's card/bank accounts. This is on account of the multiplicity of organizations involved in processing online transactions, the problems with the Internet infrastructure currently available, and the working days/holidays of financial institutions.

In case, if you fail to claim the excess amount within 15 days then the same will be adjusted to your payment amount and will be adjusted in future payments.