



Credit One

Payment Solutions Pvt. Ltd.

## Refund & Cancellation Terms

### **THIS CANCELLATION AND REFUND TERMS IS APPLICABLE TO ALL FORMS OF DIGITAL PAYMENTS**

- If any amount is debited from the customer's bank account/card, despite a failed transaction due to any reasons, the onus will be on your bank/card/wallet company to reverse the amount.
- In case the customer has attempted to make an online transaction and repayment has happened more than once in favour of Credit One Payment Solutions Private Ltd. (Credit One) (as evidenced by Credit One's bank statement), Credit One reserves the right to adjust it against a future EMI/EDI/repayment towards the customer's loan account.
- However, in case Credit One decides to refund the excess amount, it will be through electronic mode within 1 month of the claim acceptance.
- Customer will have to make an application or send an email to [help@creditonepayments.com](mailto:help@creditonepayments.com) for refund along with the transaction number and original payment receipt, if any generated at the time of making payments.
- Customer shall claim any refund within 7 days of the payment.
- In case the customer has more than one loan account, Credit One shall reserve the right to adjust the excess amount towards any of such account/s as it deems appropriate.
- Credit One assumes no responsibility and shall incur no liability if it is unable to effect any payment instruction(s) on the payment date owing to any one or more of the following circumstances:



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- a. If the payment instruction(s) issued by customer is/are incomplete, inaccurate, and invalid and delayed;
- b. If the payment account has insufficient funds/limits to cover for the amount as mentioned in the payment instruction(s);
- c. If the funds available in the payment account are under any encumbrance or charge;
- d. If Credit One's bank refuses or delays honouring the payment instruction(s);
- e. Circumstances beyond the control of Credit One (including, but not limited to, fire, flood, natural disasters, bank strikes, power failure, systems failure like computer or telephone lines breakdown due to an unforeseeable cause or interference from an outside force);
- f. In case the payment is not effected for any reason, you will be intimated about the failed payment by an email.

Credit One may, in its sole discretion, for any or no reason may suspend or terminate use of online payment services from any payment gateway service provider.