

### **Refund Policy**

Refunds will be returned using the original method of payment – for example if a donation has been made by credit card, the refund will be credited by same mode of Channel to same credit card by the Merchant and this goes for all Pay Modes from which the customer will make the Payment.

Also, If the required product is not as per the selection done by the customer, then customer can get back to us within 10 working days and refund would take place as per Banks TAT/norms.

### **Cancellation Policy**

Once the product is dispatched then cancellation policy won't be entertained before that within 5 to 6 days Customer can cancel the product before it gets delivered.

Or Else tell Merchant to update Disclaimer on the Website.

Refund/Cancellation won't be entertained once Customer makes the payment.

### **Chargeback Policy**

In case of any chargeback raised by the user/applicant, merchant will submit the copy of successful transaction receipt to defend the chargeback.