

REFUND POLICY

Smart Credit India Finance Limited strives to provide the best services through our website at reasonable interest rates.

We appreciate you opting to use our website, <https://smartcreditfinance.in>, to procure services from Smart Credit India Finance Limited (also known as "SIFL" below). Please take the time to carefully read this policy as well as the SIFL terms and conditions as they will provide you with the required information and guidelines on your rights and obligations as our customer with respect to any services we may offer you.

Refunds, if applicable, at the discretion of the Management, will only be made, subject to the following conditions:

1. Amount once paid through the payment gateway shall not be refunded other than in the following circumstances:

- Debiting the customer's card or bank account more than once as a result of a technical error OR debiting the customer's account more than once as a result of a technical issue. In these circumstances, the customer would receive a refund for any excess money, minus Payment Gateway fees
- Due to technical error, payment being charged on the Customer's Card/Bank Account but the enrolment for the examination is unsuccessful. The National Institute of Securities Markets (NISM) will enroll the customer at no additional cost.

However, Customers can also request refund of the amount after deduction of Payment Gateway charges or other charges.

2. Refund requests will only be taken into consideration if there is a clear, obvious necessity for the SIFL service availed.

3. In the event that the loan is canceled, the processing fee, stamp duty, and documentation expenses are nonrefundable and will not be waived or repaid.

4. The Customer will have to make an application for refund along with the transaction number and original payment receipt if any generated at the time of making payments.

6. The application in the prescribed format should be sent to <https://smartcreditfinance.in/>.

7. The application will be processed manually and after verification, if the claim is found valid, the excess amount received will be refunded electronically by SIFL in favor of the applicant and a confirmation will be sent to the mailing address provided

in the online registration form within a period of 21 calendar days from the date of receipt of such a claim. Depending on your bank's policy, it will take 3 to 21 days for the funds to appear in your bank account.

8. Company 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:

A. If the Payment Instruction(s) issued by you 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 your Bank refuses or delays honoring the Payment Instruction(s)

E. Circumstances beyond the control of Company (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 e-mail.

9. The decision of the SIFL shall be binding on the customer/borrower.