

REFUND AND CANCELLATION POLICY

PAYMENT GATEWAY:

Refund & Cancellation policy:-

1. Once the payment has been made, no cancellation will be entertained for any reason whatsoever.
2. Any excess payment made by you shall be refunded back through payment gateway within 30 days pursuant to the reconciliation of the accounts by Vara Finance. A Customer will have to claim any refund within 15 days.
3. During Online Payment, if the amount is debited from the customer's bank account and the transaction details are not generated online, please allow us 24 hours' time to confirm the transaction and to generate the transaction details.
4. It will be the responsibility of the customer to ensure that no double payment is made from his end for the same transaction.

TOP QUERIES REGARDING PAYMENTS/REFUNDS

My payment is successful but I have not received the merchant order/service confirmation. In such cases, please contact the respective branch or contact our online payment support team (Contact details are given in our website) and provide your merchant transaction ID along with

Debited Amount, Payment ID and Payment Date (available on your payment history or amount debited message from your bank).

MY AMOUNT WAS DEDUCTED BUT PAYMENT IS NOT EXECUTED.

- Confirm whether the payment process was successful by checking your transaction payment history.
- If your transaction is successful, please contact the respective branch or contact our online payment support team (Contact details are given in our website) and provide your merchant transaction ID along with Debited Amount, Payment ID and Payment Date (available on your payment history or amount debited message from your bank).
- If not, The amount will be auto refunded within 48 hrs. Kindly check your buyer dashboard to see the status of your refund. Refunds into banks usually take 3-5 business days from the date of refund (Excluding Saturdays, Sundays and Bank Holidays) to reflect in your bank account.

I HAVE NOT RECEIVED MY REFUND IN MY BANK ACCOUNT. WHAT SHOULD I DO?

Refunds are generally processed by the bank after 48 hrs of the transaction. Bank usually takes 3-5 business days from the date of refund to reflect in your bank account (Excluding Saturdays, Sundays and Bank Holidays).

MY BILL PAYMENT IS NOT UPDATED ON THE MERCHANT'S WEBSITE.

Bill payments are updated within 2 days on the website.

If it is not updated within 2 days, please contact the respective branch or contact our online payment support team with the confirmation receipt for an update on the bill payment status.

My amount was debited from my account but the transaction failed. Bill payments are updated within 5 days.

If it is not updated, your amount will be refunded back to your source account within 48 hours. Refunds take upto 3-5 business days from the date of refund to reflect in your bank account (Excluding Saturdays, Sundays and Bank Holidays).