



Navadhan Capital Private Limited

**Online Transaction Policy**

v 1.0

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<b>Proposed by</b>	<b>Recommended by</b>	<b>Approved by</b>
Arjun S – Head Ops	Sanku Lahiri – Head of Technology	Vijay Haswani – Credit & Risk Head

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## **Online Transaction Policy**

If a user is availing of the online payment services, it will be assumed that the user is in acceptance of our online payment policies and terms and conditions.

In these Terms and Conditions, the term “Charge Back” shall mean, approved and settled credit card or net banking payment transaction(s) which are at any time refused, debited or charged back to merchant account (and shall also include similar debits to Payment Service Provider’s accounts, if any) by the acquiring bank or credit card company for any reason whatsoever, together with the bank fees, penalties and other charges incidental thereto.

## **Server Slow Down/Session Timeout**

In case the Website, UPI payment link or Payment Service Provider’s webpage, that is linked to the Website, is experiencing any server related issues like ‘slow down’ or ‘failure’ or ‘session timeout’, the User shall, before initiating the second payment, check whether his/her Bank Account has been debited or not and accordingly resort to one of the following options:

In case the Bank Account appears to be debited, ensure that he/ she does not make the payment twice and immediately thereafter contact the company via e-mail or any other mode of contact as provided by the to confirm payment.

In case the Bank Account is not debited, the User may initiate a fresh transaction to make payment. However, the User agrees that under no circumstances Navadhan Capital, Mumbai (hereinafter referred to as “**Navadhan**”) or the Payment Gateway Service Provider shall be held responsible for such fraudulent/duplicate transactions and hence no claims should be raised to Payment Gateway Service Provider. No communication received by the Payment Service Provider(s) in this regard shall be entertained by the Payment Service Provider(s).

## **Navadhan assumes no liability whatsoever for any monetary or other damage suffered by the User on account of:**

The delay, failure, interruption, or corruption of any data or other information transmitted in connection with use of the Payment Gateway or Services in connection there to; and/ or Any interruption or errors in the operation of the Payment Gateway.

Although all reasonable care has been taken towards guarding against unauthorized use of any information transmitted by the User, it does not represent or guarantee that the use of the Services provided by/ through it will not result in theft and/or unauthorized use of data over the Internet.

Navadhan, the Payment Service Provider(s) and its affiliates and associates shall not be liable, at any time, for any failure of performance, error, omission, interruption, deletion, defect, delay in operation or transmission, computer virus, communications line failure, theft or destruction or unauthorized access to, alteration of, or use of information contained on the Website.

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### **Debit/Credit Card, Bank Account Details**

The User agrees that the debit/credit card details provided by him/ her for use of the aforesaid Service(s) must be correct and accurate and that the User shall not use a debit/ credit card, that is not lawfully owned by him/ her or the use of which is not authorized by the lawful owner thereof. The User further agrees and undertakes to provide correct and valid debit/credit card details.

The User may pay his/ her amount to Navadhan by using a debit/credit card or through online banking account.

The User warrants, agrees and confirms that when he/ she initiates a payment transaction and/or issues an online payment instruction and provides his/ her card / bank details:

The User is fully and lawfully entitled to use such credit / debit card, bank account for such transactions; The User is responsible to ensure that the card/ bank account details provided by him/ her are accurate;

The User is authorizing debit of the nominated card/ bank account for the payment of fees selected by such User along with the applicable Fees.

The User is responsible to ensure sufficient credit is available on the nominated card/ bank account at the time of making the payment to permit the payment of the dues payable or the bill(s) selected by the User inclusive of the applicable Fee.

### **Payment Refund Policy for Online Payments**

Refund for Charge Back Transaction: In the event there is any claim for/ of charge back by the User for any reason whatsoever, such User shall immediately approach Navadhan with his/ her claim details. Such refund (if any) shall be affected by Navadhan via payment gateway or any other means as it deems appropriate.

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