

Refund and Cancellation Policy

This policy governs all customer-initiated refund and cancellation requests relating to loan repayment transactions, including EMLs and pre-closure payments, made through electronic channels.

Payment made through the NBFC Ardent Capital Private Limited website using the payment gateway are processed securely and promptly. Once a payment is successfully processed, it cannot be cancelled or refunded through the payment gateway directly. Refund request must be initiated through ACPL customer support.

Eligibility for Refund:

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

- Multiple times debiting of Customer's Card/Bank Account due to technical error.
- Customer's account being debited with excess amount in a single transaction due to error. In such cases, excess amount excluding Payment Gateway charges would be refunded to the Customer.
- Any Excess amount being paid by the customer on circumstantial basis will be eligible to refund.

Refund Request Process:

1. The customer must submit a refund application via email to the customer care, **[Email id: customercare@ardentcapital.in] or [Contact us](#)**
2. The Refund request must include the loan details, transaction ID and proof of payment.
3. Requests for refund must be made within 7 days of the transaction date.
4. The NBFC will acknowledge the request and undertake verification of the claim.
5. In case customer having more than one loan account, than ACPL reserve the right to adjust the excess amount towards anyone/more account as it deems fit irrespective of the bifurcation provided by customer.

6. ACPL assumes no responsibility and shall incur no liability if it is unable to affect any Payment Instruction(s) on the Payment Date owing to any one or more of the following circumstances:
- If the Payment Instruction(s) issued by customer is/are incomplete, inaccurate, and invalid and delayed.
 - If the Payment Account has insufficient funds/limits to cover for the amount as mentioned in the Payment Instruction(s).
 - If the funds available in the Payment Account are under any encumbrance or charge.
 - If your Bank refuses or delays to honor the Payment Instruction(s).
 - 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).

Verification and Refund Timeline:

Upon validating the claim, the excess or duplicate amount (net of payment gateway charges) will be refunded electronically to the original payment source within 7 days from the acceptance of the claim. The time for refund reflection depends on the customer's bank policy.

Refunds will be processed through the original payment method or credited to the borrower's registered bank account or to be adjusted to principle outstanding on basis of customer confirmation.

Cancellation of Repayment

- Loan repayments, once credited, cannot be cancelled except in cases of technical or fraud-related errors as defined above.

- Cancellation of sanctioned loans is only permissible if the customer has not availed disbursement or in cases of non-completion of formalities/documentation (with written request and due notice).
- For line of credit products, pre-closure or part repayment is allowed at any time as per the Payment/Penal Charge Statement. [Refer here.](#)

Audit Logging and Compliance

All refund/cancellation requests and resolutions will be logged with transaction IDs and time stamps for audit trails in accordance with the Fair Practice Code

Changes to Policy

ACPL reserves the right to modify or update this Payment Gateway Refund and Cancellation Policy at any time without prior notice. Any changes to the Policy will be effective immediately upon posting on the website.

Customer are advised to review the Policy periodically for any updates or changes. By making payment through the payment gateway, you acknowledge that you have read, understood, and agreed to this payment Gateway Refund and Cancellation Policy.