

REFUND POLICY

Fusion Micro Finance Limited, a company incorporated under the laws of India, having its registered office at H-1, Community Center, C-Block, Naraina Vihar, New Delhi, Delhi-110028, (“**Fusion, we, us**”), manages, operates and owns www.fusionmicrofinance.com (referred to as the “**Website**”) where users/borrowers can pay their instalments, fees, charges or any other amount for repayment of loan offered by us listed/available on the Website through the Payment Gateway Services used by Fusion for processing such online transfer to the bank account of Fusion (“**User**” or “**Users**” or “**You**” or “**Borrowers**”).

This Refund Policy has been created to outline a procedure and define a time frame by which refunds shall be initiated on the basis of transactions initiated by the User to Fusion. The Refund Policy is subject to change by Fusion. Every time you wish to use the Website, please check the Refund Policy to ensure you understand the terms and conditions that apply at that time. If the User continues to use the Website or Payment Gateway used by Fusion for processing the online transfer, after the date on which the change comes into effect, the User's use of the Website or the Payment Gateway used by Fusion for processing the online transfer, indicates your agreement to be bound by the new, changed or amended Refund Policy. If you do not agree to the terms contained in this Policy, you are advised not to transact on the Website or Payment Gateway.

Please note that once the payment gets deducted, it will be treated as a successful transaction and there is no way the User can cancel such transactions. If an amount is debited from User's/Borrower's Bank Account or Card despite a failed transaction due to any reasons, the onus to reverse the amount will be on your Bank/card/wallet Company.

In case a User or borrower attempts to make an online transaction more than once and the same is credited to the Bank account of Fusion, Fusion reserves the right to adjust the excess amount credited to the Bank Account of Fusion, towards additional instalments or any other outstanding overdue charges which may be due towards any one/more loan account of the User/Borrower with Fusion, as it deems fit, irrespective of the bifurcation provided by the User/ Borrower.

In order to claim the refund of the excess amount credited to the bank account of Fusion, the User will have to make an application or send an email to Fusion from the registered email id of the User with Fusion, for a refund along with the transaction number and original payment receipt generated at the time of making payments. The user must claim any refund within 7 days from the date of making the payment. The application for refund will be processed manually and after verification, if the claim is found valid, the amount received in excess will be refunded by Fusion through electronic mode in favour of the User/borrower and the confirmation will be sent to the mailing address given to Fusion, within a period of 30 calendar days on receipt of such claim. It will take time for the amount to show in your bank account depending on your bank's policy.

Fusion 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: a) If the Payment Instruction(s) issued by you is/are incomplete, inaccurate, and invalid and delayed. b) If the Bank Account User has insufficient funds/limits to cover 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 honour the Payment Instruction(s). e) Circumstances beyond the control of Fusion (including, but not limited to, fire, flood, natural disasters, bank strikes, power failure, and systems failures like computer or telephone lines breakdown due to an unforeseeable cause or interference from an outside force).

The mode of refund may vary depending on the circumstances and shall be issued to the original payment method. While issuing refund, please allow some time for the credit to appear in your account. Fusion regrets any inconvenience caused by this time frame, it is the bank's policy that delays the refund timing, and Fusion has no control over that. No interest shall be payable on the refund amount to the User during the refund process.

Fusion may in its sole discretion, for any or no reason may suspend or terminate the use of online payment services from any payment gateway service provider.