REFUND & CANCELLATION POLICY

Document History:

Version	Description	Initial Date	Review /Board Approval Date	Author
1.0	Initial version	April 01, 2025	May 02, 2025	Nvneet Sharma
1.1	Modification in Clause Technical Error and Limitation	Dec 22, 2025	January 15, 2025	Rachna Prakash
1.2	Reference of Customer Grievance Redressal Policy and Periodic review.	September 01, 2026	September 04, 2026	Rachna Prakash

By accessing or using Oxymoney (Appnit Technologies Private Limited), you accept and agree to the following terms, conditions, and rules without limitation or qualification.

1. **Amendment of Terms**

Oxymoney reserves the right to modify these terms at any time without prior notice. Continued use of the platform after any such changes constitutes your agreement to the revised terms. Additional terms, disclaimers, privacy policies, and other applicable conditions shall also be deemed part of these terms.

2. **Role of Oxymoney**

Oxymoney acts solely as a payment facilitator and intermediary between users and merchants/aggregators. It does not own, control, or claim rights over any product or service offered by a third-party merchant/vendor.

- Oxymoney does not participate in the sale or delivery of goods/services.
- Any dispute, refund, or cancellation is governed by the respective merchant/aggregator's terms and conditions.
- Oxymoney is not responsible for any refund, cancellation charges, or related claims.

3. **Errors in Transactions**

If you:

- Send a payment to the wrong party,
- Enter the wrong amount, or
- Input incorrect beneficiary details (e.g., mobile number, UPI ID, account number, IFSC),

Oxymoney bears no liability. Such payments are non-refundable, and you must contact the recipient for redressal.

4. **Prepaid Recharge Transactions**

All prepaid recharge sales (e.g., mobile, DTH, data card) are final and non-refundable.

- You are solely responsible for entering accurate details.
- Oxymoney is not liable for incorrect recharges or related issues.

5. **User Responsibility and Disclaimer**

- Oxymoney disclaims all liability arising from user actions, omissions, or misuse of its platform.
- By using Oxymoney, you agree that it is a facilitator only, and you indemnify Oxymoney against any resulting claims or liabilities.

6. **Third-Party Content and Listings**

- Oxymoney does not warrant or guarantee the quality, safety, legality, or accuracy of listings/bookings/content/services by merchants or aggregators.
- All issues concerning product/service quality, warranty, or misrepresentation must be resolved directly with the merchant/aggregator.
- Oxymoney is not responsible for post-sale claims or disputes.

7. **Technical Errors and Limitations**

Service availability and information are subject to technical or human errors, including:

- Hardware or software failures at the customer's end
- Internet connectivity interruptions at the customer's end
- Force majeure events
- Regulatory actions or third-party service issues

Oxymoney shall not be held liable for any delay, interruption, or error arising from such events.

8. **Fund Transfer Facility**

- Fund transfers are irrevocable once executed.
- Users must ensure accuracy of beneficiary details (e.g., VPA, account number).
- Oxymoney is not liable for funds sent to the wrong recipient.
- All payment instructions are considered final and binding.

9. **Refunds and Cashback Adjustments**

- Refunds (if any) will be credited to your Oxymoney wallet.
- If cashback was used in the original transaction, it will be reversed upon refund.
    - If the cashback has already been utilized, the equivalent amount will be deducted from your refund.

10. **Dispute Resolution**

The Entity has a Board-approved Customer Grievance Redressal Policy, which is available on its website. In the event of a dispute, Oxymoney's records shall be treated as conclusive evidence of transactions conducted through its platform.

Important Notes:

- Oxymoney is not a party to the contract between you and the merchant.
- It does not monitor or guarantee the merchant's services or products.
- Refunds are not provided by Oxymoney for erroneous payments.
- Third-party website links are not endorsements, and your use of them is subject to their own terms and conditions.
- Cancellation and refunds are not applicable on E-Gift Cards under any circumstances.
- Physical Gift Cards can be cancelled only if they have not been dispatched.
- Refunds for eligible cancellations will be processed within 5–7 working days from the date of cancellation confirmation.
- Gift Cards that have expired cannot be redeemed.

- No refunds, credits, or replacements will be provided for expired cards.
- Defaced, mutilated, altered, lost, or stolen gift cards/vouchers will not be replaced, refunded, or redeemed under any circumstances.
- Gift Cards, whether physical or electronic, cannot be exchanged for cash, in whole or in part.

This Policy shall be reviewed at least annually and, if required, earlier to incorporate changes arising from applicable laws, regulations, regulatory guidance, audit observations, business requirements, and any emerging regulatory requirements. Any future legal or regulatory requirements applicable to the Organization shall be considered incorporated into and adhered to under this Policy from their effective date, notwithstanding any pending formal amendment to this Policy.