



## REFUND POLICY AND CHARGEBACKS

**1.1** The User shall continue to be responsible for paying the SP Statement Amount to NEXDHA on the applicable Due Date(s) mentioned in the SP Statement, until informed otherwise, even if a SP Transaction executed by the User is cancelled or a refund is initiated for a SP Transaction. Refunds or cancellations for Credit Line Transactions must follow the terms and circumstances established by the User and the Partner Financial Institution.

**1.2** The refunded transaction amount (less cancellation charges, if any) (the "Refund Amount") shall be credited to the User Account for Pay Later Transactions of such User within the timelines agreed upon with the Partner Merchant and subject to the Partner Merchant's availability of funds, NEXDHA agrees and acknowledges. Refund Amount for Credit Line Transactions shall be credited to the User's loan account with the Partner Financial Institution or shall be credited to the User in the manner specified by the User and the Partner Financial Institution, as applicable, and is subject to the Partner Merchant's availability of funds.

**1.3** The User understands and accepts that the Refund Amount for Pay later Transactions may only be applied to Transactions that the User has completed using the Pay Later Option from time to time with Partner Merchants. The User is not permitted to assign, withdraw, set off against, or utilize the Refund Amount in connection with any other NEXDHA services. The Refund Amount may be credited by NEXDHA, at its sole discretion, to the User's selected bank account, credit card account, or other financial account (other than the User Account).

**1.4** In the event the refund amount is higher than statement amount, excess to be credited back to Repayment source.

**1.5** Going forward cash backs will be awarded instantly. At present this is credited to customer's account post repayments.

**1.6** In cases of **chargebacks**, it is imperative that the end-user directly communicates with the respective merchant to resolve any issues, and NEXDHA AI Fintech Private Limited will not assume any responsibility, liability, penalties, disputes, or claims under any circumstances. NEXDHA AI Fintech Private Limited will retain the full chargeback amount for up to 120 days from the date of the transaction in accordance with Card network regulations.

If a dispute is resolved in favor of the merchant, the chargeback amount will be reversed. If the merchant and end-user reach a mutually satisfactory resolution, the merchant is obligated to refund the amount within one week, with the maximum chargeback amount being equal to the actual transaction amount.

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