



## **Refund & Cancellation Policy – EasyTagPay**

### **1. General**

This Refund & Cancellation Policy (“Policy”) governs the process for refunds and cancellations on EasyTagPay, a product owned and operated by Machpay Fintech LLP. By using EasyTagPay, you acknowledge that you have read and understood this Policy and agree to its terms.

### **2. Transactions**

- All payments made through EasyTagPay are processed in real-time.
- Once a payment has been successfully processed, it cannot be cancelled by the User.
- Users are advised to check details carefully before initiating a transaction.

### **3. Refunds**

- Refunds, if applicable, are subject to the policies of the respective merchant, service provider, or bank.
- Refund requests may only be entertained if:
  - \* The transaction has failed but the amount was debited from the User’s account.
  - \* The User was charged incorrectly due to a technical error.
- In case of duplicate transactions, refunds will be initiated after due verification.

### **4. Refund Timelines**

- Refund processing timelines may vary depending on the payment method, bank, or service provider.
- Generally, refunds may take 5–10 working days to reflect in the User’s account.
- The Company is not responsible for delays caused by banks, networks, or third parties.

### **5. Non-Refundable Transactions**

The following transactions are strictly non-refundable:

- Successfully completed bill payments, recharges, or merchant payments.
- Transactions made with incorrect details provided by the User.
- Any promotional or discounted transactions unless specifically stated.

### **6. Responsibility & Limitation**

- Machpay Fintech LLP is only responsible for facilitating transactions and cannot guarantee refunds once a transaction has been confirmed by the respective merchant or service provider.
- Our liability, if any, will be limited to the amount deducted for the disputed transaction.

## 7. Dispute Resolution

- Users may raise refund-related queries via EasyTagPay customer support within 7 days of the transaction.
- All disputes are subject to Indian law and fall under the jurisdiction of courts in [Insert City, India].

## 8. Contact for Refunds

For refund or cancellation queries, please contact:

### **Refund & Support Team**

#### **Machpay Fintech LLP**

No 25, 3<sup>rd</sup> Cross Street,  
Kamakodi Nagar Annex Valasaravakam,  
Chennai - 600087.

Email: [support@easytagpay.com](mailto:support@easytagpay.com)

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