

# THANVIR BROS. PVT. LTD.

Flat 43, 1<sup>st</sup> Floor, Palace Court, 1 Kyd Street  
Kolkata 700016; Email: thanvirbros@gmail.com  
CIN NO : U17125WB1984PTC038350

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## Refund and Cancellation Policy followed

Last reviewed 27/08/2022

1. All the sanction letter of the loan / service / product offered by Thanvir Bros. Pvt. Ltd. (Company) will carry a cool off period / lookup period (lookup) of some days (usually 2 day) to relook at the terms and condition being accepted by the borrower and his commitments on the loan. During lookup a borrower can choose to foreclosure his loan by repaying the disbursement amount received by him along with small portion of Annualised Percentage Rate (APR).
2. Further for collections of loan / emi- Amount once collected 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 OR Customer's account being debited with excess amount in a single transaction due to technical error. In such cases, excess amount excluding Payment Gateway charges would be refunded to the Customer.
  - Due to technical error, payment being charged on the Customer's Card/Bank Account but the loan payment is unsuccessful in such cases, if customer wishes to seek refund of the amount, he/she would be refunded net the amount, after deduction of Payment Gateway charges or any other charges(if applicable).
  - There is Unpaid EMI due in one or more loan accounts of the same borrower.
3. The Customer will have to make a request for refund along with the transaction number generated at the time of making payments.
4. The application for refund in the prescribed format should be sent to **cc@thanvirbros.in** or Thanvir Bros. Pvt. Ltd. Flat 43, 1<sup>st</sup> Floor, Palace Court, 1 kyd street, Kolkata – 700016
5. The refund request will be processed manually and after verification, if the claim is found valid, the amount received in excess will be refunded by electronic mode in favour of the applicant and confirmation sent to the customers email given in the online Loan application, within a period of 21 calendar days on receipt of such claim. It will take 3-21 days for the money to show in your bank account depending on your bank's policy.
6. Company 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.

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- b. If the Payment Account has insufficient funds/limits to cover for 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 or the NPCI refuses or delays honouring the Payment Instruction(s)
  - e. Circumstances beyond the control of Company (including, but not limited to, fire, flood, natural disasters, bank strikes, power failure, pandemic closure, systems failure like computer or telephone lines breakdown due to an unforeseeable cause or interference from an outside force)
  - f. In case the payment is not effected for any reason, you will be intimated about the failed payment by an e-mail
7. Company may elect to resolve any dispute, controversy or claim arising out of or relating to this Agreement or Service provided in connection with this Agreement by binding arbitration in accordance with the provisions of the Indian Arbitration & Conciliation Act, 1996 (as amended from time to time). Any such dispute, controversy or claim shall be arbitrated on an individual basis and shall not be consolidated in any arbitration with any claim or controversy of any other party. Place of Arbitration will be online/Kolkata and courts in **Kolkata** will have **exclusive jurisdiction** on any matter with regards to this.