

ISF LIMITED

Regd. Office: Plot No 13 KH. No. 33/7, Village Amberhai, Pole No. J967 Sector 19, Dwarka,
Delhi 110077

Email id: info@isflimited.in, Website: www.isflimited.in

CIN No. : L74899DL1988PLC076648

Refund Policy

The Terms and Conditions contained herein shall apply to any person (“User”) using the services of ISF Limited (“ISFL”) for making payments through an online payment gateway service offered by various payment service providers (“Payment Service Provider(s)”), through ISFL portal hosted at www.isflimited.in (“Website”). Each User is therefore deemed to have read and accepted these Terms and Conditions. Any notice, intimation or communication to be made to ISFL under this policy shall be made to info@isflimited.in.

For Charge Back Transaction:

1.1 In these Terms and Conditions, the term “Charge Back” shall mean, approved and settled credit card or net banking purchase transaction(s) which are at any time refused, debited or charged back to merchant account (and shall also include similar debits to Payment Service Provider's accounts, if any) by the acquiring bank or credit card company for any reason whatsoever, together with the bank fees, penalties and other charges incidental there to.

1.2 In the event there is any claim for/ of charge back by the User for any reason whatsoever, such user shall immediately intimate ISFL of the same. Such refund (if any) shall be affected by ISFL via payment gateway or such other means as ISFL, deems appropriate. No claims for refund/ charge back shall be made by any User to the Payment Service Provider(s) and in the event such claim is made it shall not be entertained.

Refund for fraudulent/duplicate transaction(s):

2.1 The User shall contact ISFL for any fraudulent transaction(s) on account of misuse of card/ Bank details by a fraudulent individual/party and such issues shall be suitably addressed by ISFL in line with their policies and rules.

Server Slow Down/Session Timeout:

3.1 In case the Website or Payment Service Provider’s webpage, that is linked to the Website, is experiencing any server related issues like ‘slowdown’ or ‘failure’ or ‘session timeout’, the User shall, before initiating the second payment, check whether his/her bank account has been debited or not and accordingly resort to one of the following options:

1. In case the bank account appears to be debited, ensure that he/ she does not make the payment twice and immediately thereafter contact ISFL via e-mail or any other mode of contact as provided by ISFL to confirm payment.
2. In case the bank account is not debited, the User may initiate a fresh transaction to make payment.

However, the User agrees that under no circumstances the Payment Service Provider(s) shall be held responsible for such fraudulent/duplicate transactions and hence no claims should be raised to Payment Service Provider(s). No communication received by the Payment Service Provider(s) in this regard shall be entertained by the Payment Service Provider(s).