Instant Rupiya – Refund & Cancellation Policy

(Cooling-Off Period)

Refund & Cancellation (Cooling-Off Period)

At **Instant Rupiya**, a digital lending platform, we are committed to providing transparent, fair, and customer-friendly lending services. This Refund & Cancellation Policy outlines the terms governing loan cancellation during the cooling-off period and the refund of excess payments, in accordance with applicable regulatory guidelines and our internal policies.

1. Cooling-Off Period (Loan Cancellation)

Customers are entitled to a **Cooling-Off Period of 3 (Three) days / 72 hours** from the date of loan disbursement.

During this period:

- The borrower may voluntarily cancel the loan without any foreclosure or cancellation charges.
- The borrower must repay the entire principal amount disbursed.
- Interest shall be payable only for the actual period for which the loan remained outstanding.
- Any applicable statutory charges, government levies, or third-party charges (if any) may also be recovered.
- No additional penalty or foreclosure charges shall be levied for cancellation within the cooling-off period.

To avail of this facility, the borrower must submit a cancellation request within the prescribed cooling-off period through the official customer support channels of Instant Rupiya.

2. Refund Policy (Excess Payment)

Instant Rupiya will process refunds only in cases where an excess amount has been received from the borrower.

Refunds may arise due to:

- Duplicate payment
- EMI overpayment
- Banking or technical transaction errors
- Excess recovery after loan closure or settlement
- Any other verified excess credit received by Aarsh Fincon Limited

Refund Process

- The excess payment will be verified through internal reconciliation.

- Upon successful verification, the refund shall be credited to the borrower's registered bank account.
- Refunds are generally processed within 5 to 10 working days, subject to banking and payment gateway timelines.
- Refunds shall be made only through electronic banking channels. Cash refunds are not permitted.

3. Non-Refundable Charges

Refunds shall not be applicable for:

- Interest lawfully charged in accordance with the executed Loan Agreement.
- Processing Fee, Platform Fee, Documentation Charges, or other fees expressly agreed upon by the borrower, unless otherwise required by applicable law or regulatory direction.
- Applicable taxes, statutory levies, or government charges already deposited.
- Any valid charges recovered under the loan terms and conditions.
- Loan cancellation requests received after expiry of the cooling-off period.

4. How to Raise a Cancellation or Refund Request

Borrowers may submit their request through the official customer support channels of **Instant Rupiya**, a product of Aarsh Fincon Limited.

The request should contain:

- Registered Mobile Number
- Loan Account Number
- Reason for Cancellation / Refund
- Proof of Payment (where applicable)
- Any additional documents requested for verification

Only requests submitted through official communication channels shall be considered for processing.

5. Policy Amendments

Aarsh Fincon Limited reserves the right to amend, modify, or update this Refund & Cancellation Policy at any time in accordance with applicable laws, regulatory requirements, and internal business policies.

The latest version of this policy shall always be available through the official website and digital platforms of Instant Rupiya.

Contact Us

For any queries relating to loan cancellation, refunds, or this policy, customers may contact the official Customer Support Team of **Instant Rupiya** through the contact details provided on the Company's official website or mobile application.