

## REFUND POLICY

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Samarohi Micro Finance Bank generally have refund policies that cover situations like duplicate payments, overpayments, or cancelled/unfulfilled services, with refunds processed through the original payment method.

Here's a breakdown of common refund policy aspects, read this carefully.

### General Principles:

#### Refund Eligibility:

Refunds are typically considered for duplicate payments, overpayments, or when services/products are cancelled or not delivered as agreed.

#### Timeframe for Claims:

You should generally claim any refund within a specific timeframe (e.g., 7 days from the payment date).

#### Refund Method:

Refunds are usually processed through the original payment method (e.g., bank account, wallet).

#### No Refund for Completed Transactions:

Once a transaction is successfully completed and the amount is credited to the loan account, adjustments or returns are usually not possible.

#### Contact for Refund Claims:

You should contact the bank customer service or designated department to initiate a refund claim.

### Specific Scenarios:

#### Duplicate/Overpayments:

If you make a duplicate or overpayment, you may be eligible for a refund, but it's important to note that some institutions/banks might adjust the overpayment against future EMI payments.

#### Cancelled/Unfulfilled Services:

If a service is cancelled due to technical issues or unavailability, a refund may be processed.

#### Transaction Errors:

If there's a transaction error during payment, a refund will typically be issued to the original payment source.

#### Delayed Payments:

If there is a delay in the funds transfer, the bank may pay compensation to the beneficiary.