
TERMS AND CONDITIONS FOR USAGE OF DIGITAL PAYMENT OPTION

PLEASE READ THE TERMS AND CONDITIONS VERY CAREFULLY,

- The borrower / customer (“you”) are advised to read the terms and conditions before usage of online payment mode.
- Usage of this payment gateway for payment of an Equated Monthly Installment (“EMI”), Fees and Other charges is optional. Arthan Finance Private Limited. (“AFPL”) shall not be responsible for any loss / damages/liability if any, suffered by the borrower/customer in the process of use of this payment gateway.
- This facility shall be used for Equated Monthly Installment (“EMI”), Fees and Other charges.
- All the payments made would be adjusted against the EMI due and payable.
- The AFPL web site also contains links to other Web Sites. The linked web sites are not under the control of AFPL directly and the AFPL is not responsible for the Linked web site, including without limitation to any link contained in a Linked web site, or any changes or updates to a Linked web site. AFPL is providing these links to customer only as a convenience, and the inclusion of any link does not imply endorsement by AFPL of the web site or any association with its operators.
- The online payment through the Payment Gateway is not from the AFPL server and that you are going to a third party web site for the same (“Service Provider Website”), the Service Provider may collect information directly from you. When you provide additional information to the Service Provider directly, then the use of your personal information is governed by such Service Provider’s applicable privacy policy, terms & conditions, and other documents. AFPL shall not bear any responsibility for it. You are advised to read the terms and conditions of the Service provider’s Website before its usage. AFPL is not responsible for, shall have no liability for and disclaims all warranties whatsoever, expressed or implied, related to the Service Provider Website, including without limitation to any warranties related to performance, security, stability, or non-infringement of title of the Service Provider Website (including site content) or any controls downloaded from the Service Provider Website. AFPL shall not be held responsible for any damages the User may suffer as a result of using the third-party web site.

- Any payment made erroneously by the you or any erroneous transfer shall be subject to Refund and Cancellation terms.
- AFPL has taken proper care and precaution to make the customer(s)/borrower(s) information secure/reliable. AFPL shall not be held responsible for any liability that may arise out of any such error in the information. The information of the borrower/customer are extracted from the application and details submitted by the borrower/customer.
- It will be the sole responsibility of the User to ensure that the use of name and password are kept confidential and not disclosed to any third party, including any representative of the AFPL, or its agents and shall take all possible care to prevent discovery of the password by any person.
- AFPL may suspend services on the web site for any customer at its sole discretion without assigning any reason whatsoever. In such event user shall contact AFPL offices for any clarification.
- AFPL has offered online payment privileged to its borrower/customer without any charge. However, AFPL reserves the right to levy any service charges as applicable from time to time in consideration for the services provided herein to the user. In case user is not consenting to any service charges then, user may opt out of AFPL services.
- Without prejudice to any of the terms and conditions mentioned above, any dispute or difference arising out of shall be settled amicably in the First instance. Any unresolved disputes or differences shall be governed by the (Indian) Arbitration and Conciliation Act, 1996 and any modifications thereon and rules made thereunder.
- AFPL shall have no liability to you for any interruption or delay in access to the Site AND service irrespective of the nature of the cause.
- All communication should be addressed to Arthan Finance Private Limited, 307, Shah Prima, Plot No 13, Sector 02, Kharghar, Navi Mumbai, Maharashtra-410210.

REFUND AND CANCELLATION TERMS

THIS CANCELLATION AND REFUND TERMS IS APPLICABLE TO ALL TYPE OF DIGITAL PAYMENT.

- If amount is debited from customers Bank Account/Card despite a failed transaction due to any reasons, the onus will be on your Bank/Card/wallet company to reverse the amount.
- In case customer have attempted to make an online payment of transaction more than once and Arthan have received the amount more than once, Arthan reserve the right to adjust it against additional EMI towards customer loan account.
- In case Arthan decided to refund the excess amount, it will be through electronic mode within 1 month of the claim acceptance.
- Customer will have to make an application or send an email to hello@arthan.finance for refund along with the transaction number and original payment receipt if any generated at the time of making payments.
- Customer have to claim any refund within 7 days of the payment.
- In case customer having more than one loan account, than Arthan reserve the right to adjust the excess amount towards anyone/more account as it deems fit irrespective of the bifurcation provided by customer.
- Arthan 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 customer is/are incomplete, inaccurate, and invalid and delayed.
 - 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 refuses or delays honoring the Payment Instruction(s).

- e. Circumstances beyond the control of Company (including, but not limited to, fire, flood, natural disasters, bank strikes, power failure, 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 email.
- Arthan may in its sole discretion, for any or no reason may suspend or terminate use of online payment services from any payment gateway service provider.