

Dear Sir,

Tell Merchant to update Refund Policy and Cancellation Policy as per the Product he would be selling online via SBIPay Payment Gateway Facilities.

Sample Refund Policy.

Refunds will be returned using the original method of payment – for example if a donation has been made by credit card, the refund will be credited by same mode of Channel to same credit card by the Merchant and this goes for all Pay Modes from which the customer will make the Payment.

Also, If the required product is not as per the selection done by the customer, then customer can get back to us within 10 working days and refund would take place as per Banks TAT/norms.

In case of double payments amount for the unsuccessful transaction will be refunded within 7 days.

Sample Cancellation Policy.

Once the product is dispatched then cancellation policy won't be entertained before that within 5 to 6 days Customer can cancel the product before it gets delivered.

Or Else tell Merchant to update Disclaimer on the Website.

Refund/Cancellation won't be entertained once Customer makes the payment.