

## Refund Policy for Borrowers

At DhanSafal Finserve Limited (Formerly Known as Luharuka Media & Infra Limited), we are committed to transparency and fairness in our financial dealings with borrowers. This **Refund Policy** outlines the circumstances under which refunds may be issued, the refundable amount, the time frame for processing refunds, and the procedures involved. Our goal is to ensure a smooth and efficient process while complying with regulatory standards.

### 1. Eligibility for Refund

A borrower may be eligible for a refund under the following circumstances:

- **Loan Application Withdrawal:** If the borrower withdraws their loan application before approval, any processing fee paid may be refunded, subject to administrative charges.
- **Excess Payment:** If a borrower has made an excess payment beyond their outstanding loan amount, the excess amount will be refunded.
- **Loan Prepayment:** If a borrower repays the loan before the agreed tenure, any unutilized interest or charges (if applicable) may be refunded as per NBFC guidelines.
- **Technical Errors:** If a payment failure or duplication occurs due to a system error, the excess amount will be refunded.
- **Regulatory Compliance:** If a refund is mandated by the Reserve Bank of India (RBI) or any other regulatory authority.

### 2. Refundable Amount

- **Processing Fee Refund:** If applicable, a partial refund may be provided after deducting administrative charges.
- **Excess Payment Refund:** The full excess amount will be refunded.
- **Prepayment Refund:** Any unutilized interest or charges will be refunded as per NBFC policy.
- **Technical Error Refund:** The full amount of the erroneous transaction will be refunded.

### 3. Time Frame for Refund

- **Loan Application Withdrawal:** Refunds will be processed within **7-14 business days**.
- **Excess Payment Refund:** Refunds will be processed within **5-10 business days**.
- **Prepayment Refund:** Refunds will be processed within **15-30 business days**.
- **Technical Error Refund:** Refunds will be processed within **3-7 business days**.

### 4. Refund Process

- Borrowers must submit a **refund request** via email or the official NBFC portal.
- The request must include **loan details, transaction ID, and proof of payment**.
- Refunds will be processed through the **original payment method** or credited to the borrower's registered bank account or to be adjusted to principle outstanding on basis of customer confirmation.

## **5. Non-Refundable Charges**

- **Processing fees after loan approval.**
- **Late payment penalties.**
- **Legal and administrative charges** incurred due to borrower default.
- **Initial Login Fee** paid by the customer in Non-Refundable.