

REFUND POLICY

Svamaan Financial Services Pvt. Ltd.

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1. INTRODUCTION

The Refund Policy governs transactions processed through our platform for BBPS (Bharat Bill Payment System) bill payments

2. BBPS (BHARAT BILL PAYMENT SYSTEM) REFUND POLICY:

2.1. Scope: This section applies to all bill payments made through our platform via the BBPS network, including:

2.1.1. Electricity, Water, Gas, and Piped Gas bills

2.1.2. Telecom (Prepaid & Postpaid), DTH, and Broadband bills

2.1.3. Loan EMI repayments routed via BBPS

2.1.4. Insurance premium payments

2.1.5. Municipal and government utility dues

2.2. Refund Eligibility: A refund or reversal will be initiated in the following circumstances:

2.2.1. Transaction failed due to technical error

2.2.2. Money debited but biller account not credited

2.2.3. Duplicate/Double Debit on same time

2.3. Refund Timelines: Refunds will be processed within T + 5 to 7 working days

Note: 'T' refers to the date on which the failed transaction is confirmed, and the refund process is initiated by the Company.

2.4. Refund Process:

To claim a refund for a failed BBPS transaction, the customer must:

- 2.4.1. Retain the unique UTR Number from the payment confirmation SMS/email.
- 2.4.2. Wait 24–48 hours for reversal before raising a complaint.
- 2.4.3. Contact our Customer Support with the UTR Number, date of transaction, amount, and biller name if the reversal has not occurred.
- 2.4.4. Refunds will be credited to the original source account / payment instrument used for the transaction.

2.5. Non-Refundable Cases:

The following are not eligible for refund under BBPS:

- 2.5.1. Transactions successfully credited to the correct biller.
- 2.5.2. Customer-initiated cancellations after successful bill payment.

Convenience fee / platform service charge (if applicable and disclosed at time of transaction).

3. HOW TO RAISE A REFUND REQUEST:

- 3.1. Contact Customer Support with your transaction details.
- 3.2. Submit supporting documents: UTR Number, payment screenshot.
- 3.3. The Company will investigate and approved refunds will be credited to the payment source within the applicable timeline.
