



IITL GROUP

Refund Policy

Industrial Investment Trust Limited

CIN: L65990MH1933PLC001998

Regd. Off: 101A, The Capital, G-Block,
Plot no.C-70 Bandra Kurla Complex,
Bandra (East) Mumbai Mumbai City
MH 400051

Website: www.iitlgroup.com

Version	Date of Approval/ Reviewal
V.1	
Recommended By	CEO – NBFC Operations
Approval By	Board - Meeting Dated : 09-09-2024

For INDUSTRIAL INVESTMENT TRUST LTD.


Authorised Signatories

CIN No. L65990MH1933PLC001998

Regd. Office : Office No. 101A, "The Capital", G-Block, Plot No. C-70, Bandra Kurla Complex,

Bandra (East), Mumbai -400051. • Tel.: (+91) 22-4325 0100

Email : iitl@iitlgroup.com • Website : www.iitlgroup.com

Industrial Investment Trust Limited (IITL)**Refund Policy****1. Introduction**

This Refund Policy of Industrial Investment Trust Limited (IITL) '**the Company**' outlines the terms and conditions under which refunds may be requested and processed.

2. Eligibility for Refund

Refunds may be considered under the following circumstances:

- a) **Error in Transaction:** A refund will be processed if there was an error in the transaction initiated by the Company.
- b) **Duplicate Payment:** If a duplicate payment has been made, a refund will be issued for the extra amount paid.
- c) **Service Not Rendered:** If the service agreed upon was not provided as per the terms of the agreement, a refund may be issued.
- d) **Incorrect Amount Charged:** If an incorrect amount was charged due to a system or human error, a refund will be issued for the discrepancy.

3. Non-Refundable Cases

Refunds will not be issued in the following cases:

- a) **Non-Compliance with Terms:** If the refund request is made due to non-compliance with the agreed terms and conditions, refunds will not be issued.
- b) **Service Already Provided:** Refunds will not be issued for services that have already been fully rendered or utilized.
- c) **Customer Error:** Refunds will not be processed for errors made by the customer, such as incorrect account details or transaction amounts.

4. Refund Request Procedure

To request a refund, please follow these steps:

- i. **Submit a Request:** In order to initiate a refund request, the customer shall send a mail at credit@iitlgroup.com & Sameer@iitlgroup.com containing the following details:
 - Name of the Customer:
 - Services Availed:
 - Loan Account Number:
 - Registered Email ID:
 - Registered Mobile Number:
 - Reasons for Raising the Refund Request

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- ii. **Review and Processing:** Upon receiving your request, the Company will review the information and determine the eligibility of the refund. We aim to process and resolve refund requests within 7 working days.
- iii. **Company Discretion:** The refund amount shall be decided at the sole discretion of the Company taking into account the facts and circumstances of each case.
- iv. **Notification:** You will be notified via email regarding the status of your refund request. If approved, the refund will be processed back to the original payment method.
- v. **Intimation of Failed Payment:** In case of failure in payment by the Company, an intimation will be sent by an e-mail.

5. Liability in Specific Cases

The company shall not have any 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 the customer is incomplete, inaccurate, and invalid and delayed.
- b. If the Payment Account has insufficient balance for the amount as mentioned in the Payment Instruction(s).
- c. If the existing funds in the Payment Account are under any encumbrance or charge.
- d. If your Bank refuses/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).

6. Refund Method

Approved refunds will be processed through the same payment method used for the original transaction, unless otherwise agreed upon. Please note that the time taken for the refund to reflect in your account may vary depending on your bank or payment provider.

7. Contact Information

For any questions or assistance regarding this Refund Policy, please contact:

Name: Sameer Gaikwad

Email: info@iitlgroup.com

Phone: 9819990623

8. Policy Changes

The Company reserves the right to amend this Refund Policy at any time. Any changes will be communicated through our website or other appropriate channels. Please review the policy periodically for any updates.

9. Overriding Effect

In case any of the clause contained in this policy overrides the applicable RBI guidelines as may be issued and amended from time to time, the provisions stipulated in the RBI guidelines shall override the contents of this policy.

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10. Governing Law

Any disputes arising from this policy will be resolved in accordance with the provisions of the Arbitration & Conciliation Act, 1996. This Refund Policy is governed by the laws of India and subject to the exclusive jurisdiction of the courts in Mumbai.

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