

Thanks for using the EJI App we hope you are having a pleasant experience.

Our Refund & Cancellation Policy is as stated below:

### **Refund Policy**

1. Please note that refunds for any Pre Paid payments will not be supported incase incorrect mobile details were submitted by the user.

In other words payments made erroneously to wrong subscriber numbers for Mobile or DTH bills, Empowerji will not be liable.

2. For any other refund, our support team will revert with the decision on refund request for a payment within 2 business days.

3. Empowerji's decision on refunds shall be final and binding.

4. If our support team approves the user's refund request, the refund will be initiated within 2 business day and may take up to 7 business days to reflect on the User's account.

5. The refund will be only made back to the source of payment.

### **Cancellation Policy**

1. Once the User has confirmed the payment, User is not entitled to cancel their order.

2. However, in the event of an issue from our side, Users will be entitled to cancel the entire order and shall be entitled to a refund in accordance with our refund policy.

We reserve the sole right to cancel any order in circumstance of failure due to reasons beyond our control.