

WTi FLEET PROVIDERS PRIVATE LIMITED

REFUND POLICY

This Refund Policy (“Policy”) governs the manner in which refunds, if any, shall be processed by **WTi Fleet Providers Private Limited**, a company incorporated under the Companies Act, 2013 and engaged in providing fleet and mobility services (“Company”, “we”, “us” or “our”).

This Policy shall be read in conjunction with the Company’s terms of service, invoices, trip records, and applicable agreements.

1. Nature of Payments

- 1.1 The Company follows a post-service payment model, whereby charges are collected only after completion of the trip/service.
- 1.2 In view of the aforesaid business model, cancellation and cancellation-related refunds are not applicable.

2. Applicability of Refunds

- 2.1 Refunds shall be considered only in limited circumstances, including but not limited to:
 - a. Excess payment made inadvertently;
 - b. Duplicate or double payment made by the rider/customer; or
 - c. Excess remittance made by a driver to the Company against cash or digital collections from riders.
- 2.2 No refund shall be initiated unless there is a verifiable excess amount actually received by the Company.

3. Verification of Excess Amount

- 3.1 All refund requests shall be subject to internal verification and reconciliation, including:
 - a. Trip records;
 - b. Payment receipts;
 - c. Transaction reference numbers;
 - d. Driver settlement statements (where applicable).
- 3.2 The Company reserves the right to reject any refund request where the excess payment cannot be established to its reasonable satisfaction.

4. Mode and Timeline of Refund

- 4.1 Upon successful verification, the excess amount shall be refunded **within seven (7) working days** from the date of confirmation of such excess payment.
- 4.2 Refunds shall be processed only through the same mode of payment by which the original payment was received, unless otherwise required by law.
- 4.3 The Company shall not be responsible for delays caused due to:
 - a. Banking or payment gateway processes;
 - b. Incorrect payment details provided by the payer; or
 - c. Technical failures beyond the Company’s control.

5. Notification of Refund

- 5.1 Where the payer has provided a valid mobile number and/or email address at the time of making payment, the Company shall notify the payer upon initiation of the refund.
- 5.2 The Company shall not be liable for non-receipt of notifications due to incorrect or incomplete contact details furnished by the payer.

6. **No Interest or Compensation**

No interest, damages, or compensation shall be payable on any refunded amount, irrespective of the time taken for processing, except as mandatorily required under applicable law.

7. **Finality of Decision**

The decision of the Company regarding existence of excess payment and eligibility and quantum of refund shall be final and binding, subject to applicable law.

8. **Governing Law and Jurisdiction**

This Policy shall be governed by and construed in accordance with the laws of India and Courts at New Delhi shall have exclusive jurisdiction over any disputes arising out of or in connection with this Policy.

9. **Amendments**

The Company reserves the right to modify, amend, or update this Policy at any time without prior notice. The updated Policy shall be effective from the date of publication.