

Payment & Refund Policy

1. Payment Policy

At My Indi Fuels Pvt Ltd, we strive to provide a transparent and seamless payment process for our customers and partners. The following terms outline our payment policy:

- **Accepted Payment Methods:** We accept payments through bank transfers (NEFT/RTGS), UPI, credit/debit cards, and other authorized digital payment methods.
- **Advance Payments:** For certain services or products, an advance payment is required. The terms of the advance payment will be mentioned in the respective service or product agreements.
- **Payment Timelines:** Payments must be made within the specified timeline as per the issued invoice or agreement. Failure to do so may result in a delay or cancellation of the order/service.
- **Price Adjustments:** Any failure to make an advance payment within the stipulated time (typically 7 days of issuing the welcome letter or agreement) may result in changes to the prices quoted initially.
- **Tax Compliance:** All payments will be subject to applicable taxes, and customers are responsible for ensuring compliance with the relevant tax provisions.

2. Refund Policy

We at My Indi Fuels Pvt Ltd value customer satisfaction and aim to provide clarity regarding our refund procedures:

- **Refund Eligibility:** Refunds are applicable in the case of product/service cancellations, delayed dispatch beyond agreed timelines, or quality disputes. Refunds are subject to terms laid out in individual contracts.
- **Requesting a Refund:** To request a refund, please contact us at [support@myindifuels.com] or visit your nearest My Indi Fuels office. Ensure you provide the necessary transaction details and reasons for the refund request.
- **Refund Timeline:** Once approved, refunds will be processed within 7-14 business days. The refund amount will be credited through the original mode of payment used during the transaction.
- **Non-Refundable Items:** Custom orders or services that have already been rendered are non-refundable. Advance payments for services that have commenced are also non-refundable unless otherwise specified in the agreement.
- **Price Adjustments on Delayed Payments:** Refunds will not include any adjustments made due to the customer's delay in making the advance payment, as outlined in our payment policy.

3. Cancellation Policy

- **Order Cancellations:** Orders can be canceled before the processing of the product/service commences. Once the processing begins, cancellations may not be possible, depending on the terms of the service.
- **Automatic Cancellations:** Orders may be automatically canceled if payment is not made within the given timeframe or if fraudulent activity is suspected.

4. Dispute Resolution

- **Resolution Procedure:** Any disputes regarding payment or refunds will be resolved as per the terms outlined in the respective agreements. Customers are encouraged to contact our customer service team to address any concerns.
- **Jurisdiction:** Any legal disputes arising from payments or refunds will be subject to the laws and jurisdiction of [Insert Region/State].

For any queries or concerns related to our payment or refund policy, please reach out to us at [support@myindifuels.com] or visit our official website at www.myindifuels.com.

Last Updated: [Insert Date]