

Refund and Cancellation Policy

1. Amount once paid through the payment gateway shall not be refunded other than in the following circumstances:
 - Multiple times debiting of Customer's Card/Bank Account due to technical error OR Customer's account being debited with excess amount in a single transaction due to technical error. In such cases, excess amount excluding Payment Gateway charges would be refunded to the Customer.
 - Due to technical error, payment being charged on the Customer's Card/Bank Account but the transaction remained unsuccessful for technical / other reason.
2. The Customer will have to make an application for refund along with the transaction number and original payment receipt, if any, generated at the time of making payments.
3. The application in the prescribed format should be sent to IPOMTF@jmfl.com
4. The application will be processed manually and after verification, if the claim is found valid, the amount received in excess will be refunded through electronic mode in favour of the applicant and confirmation sent to the mailing address registered with lender within a period of 7 calendar days on receipt of such claim.