

Return & Refund Policy

Refunds of QuickFinz initiated by the merchant are credited to the customer's account in the order in which they were received. Please see the table below to determine when and how the amount is credited to the customer:

Card Payment

Source (the same card from which original transaction was done)

7-9 working days from the date the seller processed the refund. The average time is two days.

Wallet + Credit Card

The credit card payment is returned to the source (the same card from which original transaction was done) The credit card payment is returned to the source (the same card from which original transaction was done)

The money in Wallet is reimbursed to Wallet.

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Source (the same card from which original transaction was done)

7-9 working days from the date the seller processed the refund. The average time is two days.

Wallet + Debit Card

The amount charged to the Debit Card is reimbursed to the source (the same card from which original transaction was done)

Debit Cards are repaid within 7-9 working days of the merchant processing the refund. On average, it takes 3-4 days.

The money in Wallet is reimbursed to Wallet

The refund to the wallet is instant.

UPI

The refund is applied via IMPS to the UPI-connected account.

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The user receives their money back in their wallet. Instant refunds are made to wallets.

UPI funds are transferred by IMPS back into the user's account.

For IMPS, the credit is applied the same day or the following day.

Wallet

The user's wallet receives the money as a refund. Instant refund to wallet.

Grievances Addresse Officer:

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