

Dhara Motor Finance Limited

Refund Policy

1. Purpose

This Refund Policy outlines the terms and conditions under which refunds may be issued to customers in relation to loan applications, processing fees, and other charges levied by **Dhara Motor Finance Limited**.

2. Non-Refundable Charges

The following charges are generally **non-refundable**, once the loan application has been processed:

- Loan processing fees
- Documentation charges
- Credit assessment fees
- Verification charges (KYC, field verification, etc.)
- Applicable taxes (GST or other statutory charges)

These charges cover administrative and operational costs incurred during the loan evaluation process.

3. Refund in Case of Loan Rejection

If the loan application is **rejected by the company**, any advance amount collected from the applicant (other than non-refundable processing or verification charges) may be refunded.

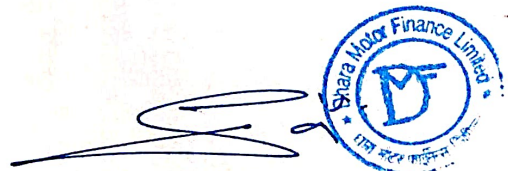
Refunds, if applicable, will be processed within **7-10 working days** to the customer's registered bank account.

4. Refund in Case of Loan Cancellation by Customer

If the borrower requests cancellation:

a) Before Loan Disbursement

- The borrower may cancel the loan application before disbursement.
- Processing and administrative charges may **not be refundable**.



b) After Loan Disbursement

- Refund will not be applicable once the loan amount has been disbursed.
- The borrower must repay the disbursed amount along with applicable interest and charges as per the loan foreclosure policy.

5. Excess Payment Refund

If any excess payment is made by the borrower due to:

- duplicate payment
- system error
- incorrect transaction

the excess amount will be verified and refunded within **5-7 working days**.

6. Mode of Refund

Refunds will be processed through one of the following methods:

- Bank transfer to the registered account
- Adjustment against outstanding loan amount
- Refund to the original payment mode (where applicable)


7. Regulatory Compliance

This policy is prepared in accordance with the guidelines issued by the **Reserve Bank of India** governing **Non-Banking Financial Companies**.

8. Policy Amendments

Dhara Motor Finance Limited reserves the right to modify this refund policy from time to time in compliance with regulatory requirements and internal policies.

For DHARA MOTOR FINANCE LIMITED


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Managing Director

