Refund Policy

Any refund request is processed as follows:

a. The party requesting the refund ('requester) (For Ex- Vendors, Customers) can raise a written refund request at helpdesk@m1xchange.com, mentioning details of the payment made, including but not limited to Date of Payment, Payment Transaction Reference Number, Mode of Payment, attach the proof of successful payment and Cancelled cheque in which the refund will be processed.

b. The helpdesk team of the Company based on the initial information will assign this request to the respective department to which it relates. (For Ex – Corporate sales, SME sales, Admin).

c. The department to which the refund request is assigned will complete the following steps-
    *   Investigate the refund request for its genuineness.
    *   Collect all the documents and information needed to substantiate and process the refund request.
    *   Obtain required approvals from the respective authorities as per the defined authority matrix of the company.

d. After obtaining necessary approvals, the refund request is assigned to the Finance department of the Company for payment processing.

e. Refunds can be processed to the bank account of the requester through NEFT/RTGS. There is no other payment mode through which the refunds are processed.

f. The entire refund process is completed within a period of 30 days from the date of receipt of refund request at helpdesk@m1xchange.com

g. The above refund process is designed to ensure minimal interface for refund payment, accounting, taxation treatment and reporting.

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