



CANCELLATION/RETURN & REFUND POLICY

This Cancellation/ Return and Refund Policy (“Policy”) explains how ASA International India Microfinance Ltd. Cancellation/ Return and Refund norms which are as below:

- Client needs to provide prior intimation through email at <frontdesk@asaindiamf.com> at least 1 week before for cancellation of the digital payment mandate.
- Client also needs to specify in the email that from which date and how many installment needs to cancel for payment mandate along with loan accounts number details.
- For claiming any refund/return of the payment due to client, client needs to email at <frontdesk@asaindiamf.com> with his/her full identity and loan account details along with reason/purpose for the refund claim.
- ASAI India authorized representative will contact the client in his/her registered mobile number and email address within 48 working hours from date of receipt of the mail for refund claim.
- The payment will be settled ONLY through Online mode to registered bank account number of the client.