

Thanks for using the Wemy to grow your business & we hope you are having a pleasant experience. Wemy is a platform for Businesses to showcase their products & services, accept orders, take payments and track deliveries. Payments are collected from end customers on behalf of the Business and settled after 5 working days. Payment gateway charges are applicable and payable by the end customer.

Our Refund & Cancellation Policy for end customers is as stated below:

### **Refund Policy**

1. Please note that any payments made offline to the business is beyond the scope of Empowerji Support on all grounds. Support will be provided only for queries on payments made through the payment gateway provided on the Wemy platform.
2. For refunds on payments made through the Wemy platform, our support team will revert with the decision on refund request within 2 business days. This decision is made alongwith the business the money was sent to.
3. Decisions on refunds shall be final and binding. Any further support can be directly sought from the Business.
4. If our support team approves the user's refund request, the refund will be initiated within 2 business day and may take up to 7 business days to reflect on the User's account.
5. The refund will be only made back to the source of payment.
6. Any payment gateway charges incurred are not refundable if the order is canceled.

### **Cancellation Policy**

1. Once the end customer has confirmed the payment, any cancellation will need to be settled with Business.
2. In case of cancellation is initiated by the Business, the end customer is eligible for a full refund.