

## **Refund Policy**

### **Returns**

Inter-Connected Enterprises Limited [**ICEL**] :Our policy lasts 7 days. If 7 days have gone by since your paid DP-AMC charges to our subsidiary –ISS Enterprise Limited [**ISS**] then unfortunately we can't offer you a refund.

To be eligible for a return, your request must come to us within 7days of payment. However please note that the refund amount will be net of taxes , esign charges , service charge and all charges which have been paid to the third parties and are non-refundable.

To complete your return, we require your Trading code/ BO-Id/ PAN number or the welcome email sent by us to you.

### **Refunds (if applicable)**

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

### **Late or missing refunds (if applicable)**

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [customercare@iseindia.com](mailto:customercare@iseindia.com)

The decision of ICEL/ ISS management on acceptance or rejection of refund request is final.