

RETURN AND REFUND POLICY

This Return and Refund Policy (the “Policy”) set forth the procedure for return and refund of product bought through our mobile application in the name of Payekin in UK and US and Vendekin in India (the “Application”), to each person (the “User” or you) using the Services.

Return Policy:

We would like to inform you that all the products which are for sale once dispensed/sold by Vendekin merchants and distributors cannot be returned, we Vendekin, our affiliated merchants and distributors) accept return in one of the below-mentioned condition:

- If the wrong product is dispensed from the vending machine.

Please note the wrong product is defined as all the product in the vending machine, except for the intended product for which money (or equivalent wallet money/points) has been paid via Vendekin.

We expect that the customer returns the product in the undamaged, unused and sealed condition in order to claim refunds for the transaction.

Refund Policy:

We, Vendekin our affiliated merchants and distributors would also like to inform that we will provide refund only in cases below mentioned:

- Money (or equivalent wallet money/points) got deducted but the product did not get dispensed from the vending machine.
- Money (or equivalent wallet money/points) got deducted but the wrong product dispensed from the vending machine.

Please follow the below-mentioned procedure in order to claim a refund:

To claim your refund/return, you can contact us via by emailing us at support@vendekin.com or through the Payekin/ Vendekin application.

- Any application for refund or return should be placed within 72 hours from the time of transaction.
- If the product is perishable, then, in that case, the application for refund or return should be placed within 24 hours from the time of transaction.

If a claim is made after the stipulated time frame, that claim will not be eligible for any refund or return.

If you make a claim through email or website, please provide the following details:

- 1) Name
- 2) Mobile Number registered with us
- 3) Transaction details – Transaction ID, date, product name and price

- 4) Machine location and ID
- 5) Short description of the issue faced.

To make a claim through our application, please follow the steps:

- 1) Tap on the menu button
- 2) Choose support option
- 3) You will be able to see the history of last 5 transactions made with us
- 4) Select the transaction for which you want to claim a refund
- 5) Provide a short description of the same

Once you submit the claim, our support team will contact you to assist you on the claim.

Our Refund modes:

Once the claim is investigated and verified, we will initiate the refund of the money or equivalent wallet money/points.

- The money or the equivalent wallet money/points will be credited to the account/e-wallet/card from which the transaction has occurred.

We would like to request to refer to the below table for further clarification on the same:

Payment Mode	Refund
Credit/Debit card/prepaid payment instrument	Credit/Debit card/prepaid payment instrument/ FreeCharge balance
Bank account through net banking	Bank account through net banking
Gift card/Gift voucher	Gift card/Gift voucher/ FreeCharge Balance
Wallet Balance	Respective Wallet Balance

We might request for account information to verify the data with us before initiating the refund.

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