

**TERMS AND CONDITIONS OF PAYMENT FOR
RE SUSTAINABILITY LIMITED (RESL) AND GROUP COMPANIES**

I. INTRODUCTION

These Terms and Conditions of Payment (“Terms”) outlines the procedures and guidelines for Customers of Re Sustainability Limited and its group companies who opt for online payment. It ensures a secure, transparent, and efficient transaction process while minimizing errors and the need for cancellations or refunds. By following the instructions provided, customers can successfully complete their payments and address any payment-related issues effectively.

Please read carefully these Terms before using the online payment facility. By proceeding with an online payment, you acknowledge and accept these Terms. If you do not agree to these Terms, please refrain from using this payment facility.

II. APPLICABILITY

This policy applies to customers of Re Sustainability Limited and its group companies who utilize the company's services and chosen to make payments online.

III. PAYMENT POLICY

At Re Sustainability Limited and its group companies, online payments are processed through third-party service providers and facilitated via third party generated link to ensure secure and seamless transactions.

Detailed instructions regarding the payment process, including successful transactions, payment confirmation, and failed transactions, are provided herein. You must carefully follow these instructions:

1. Upon selecting the third party generated link, you will be redirected to a secure payment gateway where you can choose to pay via UPI, net banking, debit card, or credit card.
2. If the payment is successful, a payment confirmation slip will be generated.
3. If the payment fails, an error message indicating the failure will be displayed.
4. In the event of a system delay with no response:
 - If you have not entered your payment details, you may restart the process.
 - If you have entered your debit/credit card details or authorized net banking or UPI ID but received no confirmation, check with your bank or credit card company to verify whether your account has been debited.
 - If the amount has been debited, do not attempt to make another payment. Instead, contact our support for verification and resolution.

IV. REFUND/CANCELLATION POLICY

At Re Sustainability Limited and its group Companies, our billing system is designed to collect the exact due amount from customers through a secure third party generated link. As such, cancellation and refunds are generally not required. However, we recognize that overpayments may occur, and this policy outlines our procedures for addressing such instances.

A. Payment Collection

- Customers are billed precisely for the services rendered, with no additional or hidden charges.

B. Overpayments

- In the event of an overpayment, customers are entitled to a refund of the excess amount.
- Customers must notify us of any overpayment within 15 days of the transaction date.

C. Refund Process

- Upon verification of the overpayment, refunds will be processed to the original payment method within 7-10 business days from the date of the notification to us.
- Customers will receive an email confirmation once the refund has been initiated.

D. Exceptions

- Refunds are not applicable for payments made accurately as per the invoiced amount.
- Disputes regarding service quality or other non-payment-related issues are addressed separately and are not covered under this refund policy.

V. THIRD PARTY TERMS

All the online payments are processed through a third-party payment provider, and you are subject to the terms and conditions set forth by that provider. Re Sustainability Limited and its group companies do not control or influence the policies, fees, or processing times of the third-party provider. You are encouraged to review the provider's terms before proceeding with any transaction.

VI. PRECEDENCE

If there is a separate agreement between you and Re Sustainability Limited or any of its group companies, the terms of that agreement shall take precedence over these Terms in the event of any conflict or inconsistency.

VII. DISCLAIMER

The information provided on our website is purely for information purpose and no legal commitment whatsoever is attached to the same in case of any inadvertent error that might have occurred due to unavoidable circumstances in spite of all the efforts put by us.

VIII. CONTACT INFORMATION

For any questions or concerns regarding this policy, please contact us at:

- **Phone:** +91 40-24446000
- **Email:** info@resustainability.com

IX. AMENDMENTS

We reserve the right to amend, modify, or update these Terms at any time to reflect changes in regulatory requirements, industry standards, or internal policies. Any amendments will be communicated through our official website and other appropriate channels.

Customers are advised to review the policy periodically to stay informed about any updates. Continued use of our payment services after amendments constitutes acceptance of the revised terms.

This policy is designed to ensure transparency and fairness in our billing practices, aligning with industry standards and customer expectations.