

PMC has to update Refund Policy and Cancellation Policy as per the services/collection offered online via SBlePay Payment Gateway Facilities.

### **Refund Policy.**

Refunds will be returned using the original method of payment – for example if a payment has been made by credit card, the refund will be credited to that same credit card, and this goes for all Pay Modes from which the customer has made the Payment.

Once the services is confirmed then refund request policy won't be entertained.

### **Cancellation Policy.**

Refund/Cancellation won't be entertained once Customer makes the payment.

In case, Payment receipt/ service acknowledgement is not generated after successful payment, Citizen may approach to bank/ Payment Gateway and Payment Gateway needs to confirm the same with Patna Municipal Corporation. Patna Municipal Corporation will issue Service acknowledgement in place of Chargeback/ refund