

## Refund and Cancellation Policy:

Thank you for choosing Schindler India Private Limited ("the Company") for your Supply and installation of our product / services. We strive to provide the best service possible to our customers. As you have opted for digital payment, please refer to our refund and cancellation policy outlined below:

### Refund for duplicate digital payment:

- In case of double payment as notified by you to Customer call centre in writing along with proof of such double transfer.
- Company has a right to verify such duplicate payment with the Bank.
- In case, your claim is correct and same is reflected into the Company's Bank account then we will refund amount which is credited in duplicate due to inadvertence or technical glitch.
- This process of refund may take reasonable time provided the excess amount is reflected into the Company's Bank account.

### Cancellation:

- You may cancel your Contract in accordance with the terms and conditions of contract signed with the company.
- Refund will be adjusted after applying Cancellation charges as per agreed contract terms and/or may vary depending on any applicable cancellation fees, timing of your cancellation and the efforts in the contract etc.,.
- To cancel your booking, please contact the concerned sales team or customer service call centre.
- Company shall have right to cancel the contract for unexpected events such as material unavailability, site unpreparedness by customer, or incorrect site conditions leading to additional cost and time basis which the original order was placed and/ or misbehaviour by the customer or other unforeseen circumstances beyond our control, we reserve the right to provide revised delivery timelines or cancel the contract at Company's sole discretion without incurring cost or liability..

By booking contract with us, you agree to adhere to the terms and conditions outlined in this refund and cancellation policy.

We appreciate your understanding and cooperation.

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