

# Mandot Securities Pvt. Ltd.

## Refund & cancellation policy

The Refund & Cancellation policy for all payments made towards account opening or any other services using any mode of payment shall stand as under:

- The Fees paid towards account opening charges for enabling equities and commodities, or any other services is non-refundable.
- Pick up of required documents related to the account opening procedure is subject to availability of our representatives, given at any particular time and location.
- In case your account has not been opened by Team Mandot, after the tenth day passing by from the day of collection of all necessary supporting documents and receipt of all due authorizations from you, you may request for a full refund of the charges as paid by you towards account opening.

Note: The completion of the refund procedure is subject to agencies such as banks, payment gateways.

### System of Payin and Payout of funds:

Payin: Clients can transfer funds into the Trading Account only from such bank accounts which are registered with Mandot. Any transfer from a non-registered bank account will not be considered and the client does not get any trading limit credit for such transfers.

The client can transfer funds from the instant payment gateway facility available on the trading platform or on the backoffice. Such transfers will be charged at ₹9 + GST per transfer.

If a client chooses to transfer using NEFT or by means of cheque, there will be no cost.

If the client transfers funds via cheque, the details of the transfer along with a copy of the cheque should be made available to Mandot for the credit to be updated on the trading account.

Payout: All payouts will have to be compulsorily placed on the Backoffice access provided to the clients. All payout requests will be processed electronically and the credit shall come to the client's primary bank account within 24 hours of having processed the payout request.

Payout windows are closed on Saturday and Sunday - this means if you place a request on Saturday or Sunday or after 4:00 PM on Friday, it will be honored only on Monday.