

Refund and Cancellation Policy

Our focus is complete customer satisfaction. In the event, if you are displeased with the services provided by Florence Capital, we will refund back the money within 30 days of payment, provided the reasons are genuine and proved after investigation. Please read the fine prints, terms of use, privacy policy of each loan application specifications before applying and after.

In case of dissatisfaction from our services, clients have the liberty to cancel their projects and request a refund from us. Our policy for the cancellation and refund will be as follows:

Cancellation Policy:

For cancellations, please contact our customer service team. The contact details are mentioned below.

Refund Policy:

- 1) Any kind of refunds and disputed claims will be refunded within one month of time from the date of actual transaction.
- 2) It's a sole discretion of HORA (Florence Capital) whether to accept or reject on the claim amount & on request of refund.
- 3) Florence Capital has rights to reject claims which have been initiated after 30 days from date of actual transaction.
- 4) Refund will be made only to the borrowers account and will not be transferred to any third-party account.
- 5) If a borrower wishes to park the excess amount against the future loan payments then he can opt for the same as well.
- 6) Under no circumstances cash payment will be done to the borrower against the refund if any. All payments will be done through online methods.
- 7) Borrower can raise disputes and claim requests for refunds through Hora's customer service team.
- 8) No interest will be paid to the borrower on the refund amount.

The refund will be issued to the account from which the payment is made, the original source of payment at the time of purchase.

You are requested to send your refund request to help@florencecapital.in