



ALIFX – CANCELLATIONS, RETURNS & REFUND POLICY

1. INTRODUCTION

- 1.1. This Cancellations, Returns and Refunds Policy (Policy) governs the conduct of Users and Merchants in relation to cancellations, rejections, returns and refunds for Products sold by the Merchants on the Platform.
- 1.2. Capitalized terms used but not defined in this Policy shall have the meaning ascribed to them in the User Terms of Use.

2. CANCELLATION AND REJECTION OF ORDERS

- 2.1. *Cancellations*: Cancellation of an Order shall be decided on a case-to-case basis, subject to the terms of the Licensed Short-Term Credit Provider, or the Merchant. All cancellation requests will need to be raised directly to the Merchant.
- 2.2. *Rejection*: There may be certain Orders that the Merchants may reject an Order prior to payment completion or after the Merchants have accepted a User's Order. The Merchants reserve the right, to reject an Order for any reason. We will inform the User regarding such rejection in writing. Situations that may result in rejection of a User's Order include, limitations on quantities available for purchase, inaccuracies or errors in the Product or pricing information, problems in delivery, or other reasons beyond our reasonable control. If the payment for such an Order has been completed by a User, the amount of the User's Order shall be refunded to the original source of payment.
- 2.3. *Flexible Payment Options*: If a User has availed the BNPL option from the Licensed Short-Term Credit Provider or flexible payment option directly from the respective Merchant for any Product, the Merchant shall decide whether to accept the cancellation or not.
- 2.4. *Flight Bookings*: In case of flight bookings, ticket cancellation shall be subject to timelines, charges and policies of the Merchants and airlines, and we shall not be liable for any refusal of cancellation, levy of additional charges for cancellation, or any other issues in flight cancellations. Additionally, if a User has availed the BNPL option from the Licensed Short-Term Credit Provider or flexible payment option from the Merchant for flight booking, cancellation charges shall be decided on a case-to-case basis, subject to the terms of the Licensed Short-Term Credit Provider or the Merchant. **In the case of flexible payment option from the Merchant, if a User has not completed payment of the entire amount of the flight ticket to the Merchant prior to the User's scheduled journey, the Merchant shall have the right to initiate cancellation of the User's flight ticket.** Such cancellation shall be notified to us by the Merchant. We shall not be liable for any such cancellation initiated by the Merchant or airlines.
- 2.5. *Hotel Bookings*: In case of hotel bookings, reservation cancellation shall be subject to the timelines, charges, and policies of the respective Merchants or hotel operators, and we shall not be liable for any refusal of cancellation, imposition of cancellation fees, or any other issues arising from hotel booking cancellations. Additionally, if a User has availed the BNPL option from the Licensed Short-Term Credit Provider or a flexible payment option from the Merchant for a hotel booking, any applicable cancellation charges or adjustments shall be determined on a case-to-case basis, in accordance with the terms of the Licensed Short-Term Credit Provider or the Merchant. **In the case of a flexible payment option from the Merchant, if a User fails to complete payment of the full amount for the hotel booking to the Merchant prior to the User's scheduled check-in, the Merchant shall have the right to initiate cancellation of the User's reservation.** Such cancellation shall be notified to us by the Merchant. We shall not be liable for any such cancellation initiated by the Merchant or the hotel operator.
- 2.6. *E-SIM Cards*: e-SIM cards shall be delivered to You immediately upon the completion of payment. Since this is a delivery against payment transaction, You shall not be able to



cancel this Order. However, You may terminate this service according to the terms of the Merchant or the telecom service provider.

3. RETURNS AND REFUNDS

3.1. Products eligible for return and refunds

Product Category	Returnable (Yes/No)	Refundable	Timeline for request
Flight Tickets	No	As per Merchant and airline policy.	As per Merchant and airline terms.
Hotel Bookings	No	As per Merchant and hotel operator policy.	As per Merchant and hotel operator terms.
e-SIM Cards	No	No	NA

3.2. Additional Conditions

3.3. Where applicable, Products eligible for returns must be returned with the original packaging, sealed, and unopened. If the Product is not working due to a manufacturing defect, the original box, information booklet, and all other accessories must also be returned.

3.4. A Merchant may decline to refund and return the Product back to the User for the below reasons, and we shall not be liable for any such refusal:

- (i) the Product has been used;
- (ii) the date of enjoyment of the Product has passed;
- (iii) the Product is not in the same condition as received by the User, where applicable;
- (iv) original tags are missing, original seal / serial number was removed or tampered with, where applicable.

3.4.1. In the unlikely event of receiving a damaged, defective, or different item, the User may need to provide an image of the item. Once the item is found to be defective/ damaged, the Merchant will provide a replacement of the defective/ damaged item.

3.4.2. Defects identified outside the returns period for specific Products may be covered under the manufacturer warranty as communicated on the Product details page.

3.4.3. Where applicable, before returning items containing personal information (such as laptops, cameras, or other electronic devices), please ensure that:

- (i) all accessories are included.
- (ii) remove all passwords or security locks from the device and erase stored information.
- (iii) for Apple devices, please sign out/erase the iCloud account and remove all personal data.

3.4.4. A Product will not be accepted as returned until it has been notified to the User in writing that the Merchant has accepted the Product for return.

3.4.5. Once the Product is received by the Merchant, and upon clearing the successful quality as per the Merchant's Terms, the relevant Merchant shall accept the Product as returned and initiate the refund to the User. Depending on the mode of payment, it may take up to 7 (seven) business days for the refund to get credited to the User's original source of payment.

3.4.6. In case the Product was faulty, had a manufacturing defect, did not match its description



on the Platform or was lost in delivery, the User will receive the entire Product amount (excluding original shipping costs) as refund, with the Merchant bearing the return costs. However, **if the User has initiated the return of the Product due to any other reason, while the User will receive the entire Product amount (excluding original shipping costs) as refund, the User would need to pay the charges for return shipping.**

- 3.4.7. For Products not shipped yet but cancelled by the User, the User will receive an automated full refund from the Merchant if the User cancels the Order in accordance with this Policy.
- 3.4.8. In case the User has availed the BNPL from the Licensed Short-Term Credit Provider or flexible payment option from the Merchant for such Order, the refund shall be processed to the User by the Licensed Short-Term Credit Provider or the Merchant, respectively on a case-to-case basis after deducting any applicable charges. We shall bear no liability for any deductions by the Licensed Short-Term Credit Provider or Merchant for refunds of Products with the BNPL / Merchant-led flexible payment option.
