CANCELLATION AND REFUND POLICY FOR NIYOFOREX CARD

If the User wishes not to avail Forex services from Kanji, the User may cancel the order as per the terms and conditions mentioned herein. Orders may be cancelled under certain circumstances even without a cancellation request from the User. We have elaborated all the scenarios herein this Policy. Please note that refunds for cancellation shall be processed only for the orders where there has been successful payment.

CANCELLATION BY THE USER

1. Pre-payment Cancellation: The User may cancel the forex card order after entering the customer details but does not complete payment. In such cases no refund will be processed. Cancellation Fee is also not applicable.
2. Cancellation in case of unsuccessful payment: If the User may cancel the order after being redirected to the payment page. In such cases, Kanji doesn't receive any amount from the User. Hence, no refund is processed. In case of any Payment Gateway charges levied by the Payment Gateway Provider, the same shall be refunded to the User as per the Cancellation and Refund Policy of the Payment Gateway Provider.
3. Post-payment Cancellation: The User may also cancel the forex card order after making payment via the Cancel Order option by providing a reason for cancellation till the time the cancel request is available on the User screen. Kanji's Team will review the cancellation request and approve it on a case-to-case basis considering the reason for cancellation. *Refund Terms*: Upon approval from the Kanji team, Refund shall be initiated minus Cancellation Fees as per the SOC.

AUTOMATIC CANCELLATION

Failure in Document Validation: User understands that successful card order is subject to successful verification of the documents submitted by him/her. In the event where Kanji determines that the documents are inconsistent or inaccurate, the User will be provided an option to re-upload the documents in required format. If the user fails to do so within 24-48 hours, the order will be automatically cancelled.

Refund Terms: The refund shall be auto generated, and cancellation fee shall be applicable.

CANCELLATION BY KANJI

Inconsistent and Inaccurate KYC Submission: The User is required to provide the documents and KYC in the format as requested by Kanji. In case of any inconsistency, discrepancy, or irregularity identified during the KYC process, the User will be informed accordingly and will be provided up to **three (3) attempts** to complete or rectify the KYC requirements as applicable, including re-uploading documents or reattempting VKYC. Forex card requests may be rejected by Kanji owing to LRS limit breach by the User.

Refund Terms: The entire amount paid by the User, except the Payment Gateway charges shall be refunded to the User.

Kanji reserves the right to modify the Cancellation and refund policy at its discretion. The User may refer to Cancellation fee and other charges in the SOC.

Refund Matrix:

For the User's easy reference, we have provided some illustrations.

Scenario for Cancellation	**Refund Amount**
User cancels the order pre-payment	No refund applicable as payment was not made. Cancellation Fee is not applicable in this case.
User cancels at the time of payment	Refund not applicable from our end; if PG deduction occurred, refund shall be issued by PG directly as per its refund policy
User cancels post-payment	Refund = Amount paid - (Service charge + GST paid).
KYC validation failure	Refund = Amount paid - (GST paid).

Last updated on 19/03/2026