REFUND POLICY

Effective Date: 01/06/2026
Version: 1.0

1. Purpose

This Refund Policy ("Policy") sets out the principles and procedures governing refunds, reversals and adjustments of amounts received by **Celestia Money Private Limited** ("Company", "we", "us" or "our") from customers in connection with gold loan facilities and related services.

This Policy should be read together with the applicable **Loan Agreement, Key Fact Statement (KFS), Schedule of Charges, Fair Practices Code, Grievance Redressal Policy** and other applicable terms and conditions of the Company.

2. Applicability

This Policy applies to payments made by customers towards:

- Loan principal repayment;
- Interest payments;
- Processing fees and other applicable charges;
- Penal charges, where applicable;
- Part-prepayments and full closure payments;
- Other amounts payable under the loan agreement; and
- Payments made through digital payment channels, bank transfers, UPI, cards or other payment modes accepted by the Company.

3. General Principle

Gold loan transactions are financial transactions and are governed primarily by the terms of the applicable loan agreement and applicable regulatory requirements.

Accordingly, an amount paid towards a valid and outstanding loan obligation shall **not ordinarily be treated as refundable merely because the customer subsequently changes their mind or no longer wishes to avail the loan**.

Where an amount has been received in excess of the amount actually payable, or where a payment has been made incorrectly or duplicated, the eligible amount may be refunded or adjusted against the customer's outstanding dues, subject to this Policy.

4. Refundable Amounts

Subject to verification, the following amounts may be eligible for refund:

4.1 Excess Payment

If a customer pays an amount in excess of the total amount actually due and payable, the excess amount may be:

1. adjusted against any other outstanding dues under the same loan account; or
2. refunded to the customer where no further amount is payable.

4.2 Duplicate Payment

Where the same loan instalment, interest amount or other payable amount has been paid more than once due to an error or duplicate transaction, the excess amount may be refunded or adjusted against the loan outstanding.

4.3 Failed or Reversed Digital Transactions

Where the customer's bank account, card, UPI account or other payment instrument has been debited but the corresponding payment has not been successfully credited to the Company's account or loan account, the Company shall verify the transaction.

Where the Company receives the amount subsequently through settlement / reconciliation, the amount shall be appropriately credited to the customer's loan account or refunded, as applicable.

Refund timelines in such cases may depend upon the payment gateway, bank, UPI provider or other intermediary involved in the transaction.

4.4 Payment Made After Loan Closure

If a customer makes a payment after the loan account has already been fully settled or closed, the Company shall verify the transaction and, where the amount is not otherwise payable, refund or appropriately adjust the excess amount.

4.5 Other Situations

Any other refund request shall be evaluated on a case-by-case basis considering:

- the loan agreement;
- the customer's account statement;
- the Company's records;
- the nature of the payment;
- applicable regulatory requirements; and
- the circumstances resulting in the payment.

5. Non-Refundable Amounts

Amounts that have been validly charged and are payable under the applicable loan agreement, KFS or schedule of charges shall generally not be refundable merely because the customer subsequently decides not to continue with the loan.

This may include, subject to applicable law and the terms of the relevant agreement:

- Processing fees;
- Documentation charges;
- Valuation/appraisal charges;
- Other service charges actually incurred or validly levied;
- Interest accrued up to the relevant date; and
- Other charges contractually and legally payable.

However, any charge found to have been incorrectly levied, collected in excess, or otherwise refundable under applicable law shall be reversed/refunded as applicable.

6. Refund of Processing Fee

Where a processing fee or other charge is collected in connection with a loan application, the refundability of such amount shall be governed by the applicable KFS, loan terms, schedule of charges and applicable regulatory requirements.

The Company shall not retain any amount that is required to be refunded under applicable law or regulatory directions.

7. Refund to the Customer's Bank Account

Where a refund is approved, the Company will ordinarily process the refund to the **bank account or payment source from which the payment was originally received**, wherever operationally and legally feasible.

The Company may request supporting documents, including:

- Customer identification details;
- Loan account number;
- Payment transaction reference/UTR;
- Bank account details;
- Cancelled cheque or bank proof, where required; and
- Any other information reasonably necessary to validate the refund.

For security and fraud-prevention purposes, the Company may conduct appropriate verification before processing a refund.

8. Refund Timeline

Eligible refunds shall ordinarily be processed within **7–10 working days** from the date on which:

1. the refund request is received;
2. the transaction is successfully verified;
3. all required information/documents are received; and
4. there are no outstanding dues or other valid reasons preventing the refund.

The actual credit to the customer's bank account may take additional time depending on the banking/payment infrastructure.

For payment gateway, UPI, card or other third-party transactions, the applicable settlement and reversal timelines of the relevant payment service provider may also apply.

9. Adjustment Instead of Refund

Where the customer has any outstanding amount payable to the Company, the Company may, subject to applicable law and contractual terms, **adjust the excess amount against such outstanding dues** before processing any remaining refund.

Where the customer has multiple loan accounts, adjustment across accounts shall be undertaken only where permissible under the applicable contractual terms and applicable law.

10. Refund Request Procedure

Customers seeking a refund may submit a request through the Company's designated customer service channel.

The request should contain, wherever applicable:

- Customer name;
- Loan account number;
- Registered mobile number;
- Date and amount of payment;
- Payment mode;
- Transaction ID/UTR/reference number;
- Reason for refund; and
- Supporting documents, if required.

The Company may seek additional information to verify the request.

11. Refund Due to Erroneous Credit

If an amount is credited to a customer's loan account due to an error, duplicate posting or incorrect transaction mapping, the Company reserves the right, subject to applicable law and due process, to correct the accounting entry and recover/adjust the erroneously credited amount.

12. Gold Release and Refunds

Refund or adjustment of an amount does not automatically create a right to release pledged gold.

Release of pledged gold shall be subject to:

- Full settlement of the applicable loan account;
- Payment of all amounts legally and contractually due;
- Completion of applicable verification requirements; and
- The Company's applicable gold-release procedure.

Where the loan has been fully repaid, the pledged gold shall be released in accordance with the applicable loan terms and regulatory requirements.

13. Fraudulent or Unauthorized Transactions

Customers should immediately notify the Company if they believe that a payment has been made without authorization or that a transaction has been incorrectly processed.

The Company may investigate such transactions and take appropriate action based on the findings and applicable law.

Where a payment has been made through a third-party payment service provider, the customer may also be required to raise a dispute with the relevant bank/payment service provider.

14. No Cash Refund

Refunds shall ordinarily be made through banking or electronic payment channels and shall not ordinarily be made in cash, except where specifically permitted by applicable law and the Company's internal procedures.

15. Regulatory Compliance

Nothing in this Policy shall limit or override any right available to a customer under applicable laws, rules, regulations, RBI directions, consumer protection laws or other regulatory requirements.

Where there is any conflict between this Policy and an applicable statutory or regulatory requirement, the applicable statutory or regulatory requirement shall prevail.

16. Grievance Redressal

Customers may raise any concern relating to a refund, reversal, excess payment or adjustment through the Company's designated grievance redressal mechanism.

Grievance Redressal Officer: Geetha Avadhanam
Designation: Unit Manager – Central Operations
Email: grievance@celestiamoney.in
Phone: +91 9036854760
Address: GoSpaze Co-Working, 1st Floor, PR Business Centre, Marathalli-Sarjapura ORR, Above Croma, Bengaluru - 560103

If the customer's grievance is not resolved within the applicable period, the customer may approach the next level of grievance redressal and, where applicable, the appropriate regulatory/ombudsman mechanism in accordance with the Company's Grievance Redressal Policy and applicable RBI directions.

17. Policy Modification

The Company reserves the right to amend or update this Refund Policy from time to time to reflect changes in its products, processes, technology, applicable laws or regulatory requirements.

The updated version shall be made available through the Company's website or other appropriate customer communication channels.

18. Contact

For refund-related queries, customers may contact:

Celestia Money Private Limited
Customer Care: +91 9036854760
Email: support@celestiamoney.in
Website: www.celestiamoney.in

Effective Date: 01/06/2026

Approved By: Rajeev Yadav
Designation: MD & CEO