

Cancellation & Refund Policy

We value your trust and understand that there may be situations where you may need to cancel a transaction or request a refund. This policy outlines our guidelines for cancellations and refunds to ensure transparency and clarity.

Cancellation

Customers may request cancellation of a transaction after initiating the transaction and making the payment, but before the creation of the ISIN or processing of the corporate action.

To request a cancellation or refund, you may approach us through either of the following channels:

1. Visit our customer page and go to the “Helpdesk / Support” section, where you can submit your request or request a call-back.
2. Contact our Customer Support Team at Email ID: rta.billing@ndml.in, sanskriti.more@ndml.in Phone No.: 022 4914 2584 /85 & +91 75061 46254.

While submitting your request, please provide relevant transaction details, such as the Issuer Code, ISIN number, name of the company, or any other details that may help us identify the transaction.

We will send an acknowledgement of your request to the email ID registered with us. Our team will examine your request and take the necessary action within 5 business days. If any additional information or clarification is required, our team may contact you during working hours.

We will also keep you informed of the details of any refund initiated by us.

Refund shall be subject to verification at our end with reference to eligibility for refund and service delivery status, and cannot be treated as a blanket entitlement. AMC (Annual Maintenance Charge) is a period fee, and once the period has commenced, refund of the AMC shall not be made.

Please note that refunds will be made only through the same payment mode through which the original payment was made.

In some cases, while making a payment, the amount may be deducted or debited from your bank account or credit/debit card, but the payment transaction may not be successfully reported to us by the payment gateway due to a technical issue.

In such cases, the transaction status may remain pending at our end, and the related service or corporate action will not be processed.

The amount will be refunded upon receipt of a request along with the necessary supporting documents from the authorised person of the company, within 15 working days.

- If you have any questions or concerns regarding the status of your cancellation, refund, or transaction, please contact our Customer Support Team at: Email ID: rta.billing@ndml.in, sanskriti.more@ndml.in Phone No.: 022 4914 2584 /85 & +91 75061 46254.

We will make every effort to assist you and resolve your query at the earliest.