

Refund and Cancellation/Termination Policy

Applicable

This Policy is adopted by Pace Stock Broking Services Pvt. Ltd. and Pace Commodity Brokers Pvt. Ltd. (Collectively referred to as “**Pace Group**”)

Cancellation / Termination Policy

Opening a Trading and Demat account with us takes approximately 1-2 working days. You may place the cancellation request with our coordination team at coordination@pacefin.in, within 4 hours of the submission of your application with us. Upon receipt of the cancellation request, the account opening shall not proceed.

Refund Policy

The Refund policy for all payments made using the payment gateway shall stand as under:

- The Fees paid towards account opening charges, if any, for enabling equities as well as commodities and/or Demat account is non-refundable, However in case if you have paid any additional payment towards account opening charges, Pace Group shall provide you refund only for such additional/ excess payment made to us during application of your Trading and Demat Account
- In case your account has not been opened by Team Pace Group, after the 15th day passing by from the day of collection of all necessary supporting documents and receipt of all due authorizations from you, you may request a refund of the charges as paid by you towards account opening, if any.
- In case of a payment made through a third party/non-mapped bank account which is lying unused with Team Pace Group, if any, you may request a full refund.
- The fee paid for subscribing to value-added services involving third parties, if any, shall be non-refundable.

You may place a refund request with our coordination team at coordination@pacefin.in within 7 days along with the payment details like the Card / Bank Account Number, Transaction Number, etc. Once your Trading and Demat account are opened any payments made thereafter will be credited to your account and there shall be no refunds. To withdraw any amount from such an account you may place a withdrawal request through the App or the Web.

Note: The completion of the refund procedure is subject to agencies such as banks, payment gateways, etc.

Amendment

The Company reserves the right to amend or modify this policy in whole or in part, at any point in time. Any amendment to the policy shall take effect from the date when it is approved by the Board of Directors of the Company.