



Refund and Cancellation Policy

(Last updated on February 19, 2022)

Definitions

- 1) **GoalTeller** - Finteller Advisors Private Limited
- 2) **You / Your** – User of the website or application. The meaning shall include members of Your family sub-accounts.
- 3) **Product Provider(s)** – provider(s) of product(s) or mutual funds or its RTAs or enablers of such product(s).

Thank you for using GoalTeller's platform and services (hereinafter referred to as the "Platform") available via GoalTeller's website or mobile application or any other medium.

Refund and Cancellation Policy

- i. The Product Providers may at its discretion not give effect to Your transactions where the Product Providers have reasons to believe that the transactions are not genuine or are otherwise improper or unclear or raise a doubt, GoalTeller will not be responsible for any such action taken by the Product Providers and accordingly You cannot raise the issue with GoalTeller. The respective Product Providers shall not be liable for the loss of any opportunity costs incurred by You, if any transactions are not carried out for any reasons whatsoever. You understand that any payment made by You towards such transactions will be refunded to Your account, after deduction of charges, if any.
- ii. In case of rejection of Your purchase request by the Product Providers for any other reason, the amount will be credited into Your bank account directly by the Product Providers.
- iii. The User who subscribes for any services on the Platform agrees that the service fees and / or investment advisory fees (including taxes etc.) paid may be only partially refundable including in case of deactivation, unsubscribing the services or in any other circumstances, subject to applicable laws, including SEBI regulations.
- iv. With regards to payments, the Platform shall not be responsible for any unauthorised transactions conducted on our Platform using Your payment card or internet banking or any other payment mechanism. The Platform shall not be obligated to refund any money to You in such instances.



- v. Your automatic periodic (monthly/quarterly/semi-annually/annually) renewal subscription will continue unless and until you cancel your subscription, or we terminate it. You may cancel your automatic subscription at any time by writing to us at support@goalteller.com.
- vi. We reserve the right to modify, terminate, or otherwise amend the fees and features associated with your subscription. If you do not wish to continue subscribing with the new fees or features, you may terminate your subscription by cancelling at any time. If you accept the new subscription, its terms and conditions with these Terms will apply for all future periods.
- vii. All refunds shall be processed in the same manner as they are received, unless refunds have been provided to You in the form of credits, refund amount will reflect in your account.

PLEASE READ THE [TERMS OF SERVICE](#) CAREFULLY BEFORE SUBSCRIBING TO ANY OF THE SUBSCRIPTION PLANS OR BEFORE YOU MAKE ANY TRANSACTIONS USING THE PLATFORM.