

REFUND & CANCELLATION POLICY

The Refund & Cancellation policy for all payments made towards account opening or any other services using any mode of payment shall stand as under:

- The Fees paid towards account opening charges for enabling Equities and Derivatives, or any other services is non-refundable.
- Pick up of required documents related to the account opening procedure is subject to availability of our representatives, given at any particular time and location.
- In case your account has not been opened by Team Istaa, after the fifteen day passing by from the day of collection of all necessary supporting documents and receipt of all due authorizations from you, you may request for a full refund of the charges as paid by you towards account opening.
- In case you have paid the charges relating to account opening multiple times, please create a ticket here and we will initiate the necessary procedure to refund your money.

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