

## Refund & Cancellation Policy

### Refund Policy

Pune E Stock Broking Limited follows a **strict no-refund policy** for all services offered, except in cases explicitly mentioned below.

1. **Brokerage, statutory charges, exchange fees, taxes (including GST), and any other charges** once levied are **non-refundable** under any circumstances.
2. Funds transferred by clients into their trading account are **used only for trading and settlement purposes** as per client instructions and regulatory norms.
3. **Refunds will be processed only in the following cases:**
  - o Excess funds credited to the client's trading account due to **technical error or duplication**
  - o Funds credited but **no trading activity initiated** and client requests withdrawal
4. Approved refunds (if applicable) will be processed **only to the original bank account of the client** registered with us.
5. Refunds, where applicable, are processed within **5–7 working days** after internal verification and approval.

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### Cancellation Policy

1. Once a **trade/order is executed on the exchange, it cannot be cancelled or reversed**.
2. Orders can be cancelled **only before execution**, subject to exchange rules and system availability.
3. Any request for service cancellation (such as account closure or subscription-based services, if any) must be submitted in writing and will be processed as per applicable regulatory guidelines.

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### Important Regulatory Note

- Pune E Stock Broking Limited operates in compliance with **SEBI, Stock Exchange, and Clearing Corporation regulations**.
- All client funds and securities are handled strictly as per **SEBI client protection norms**.

- Refunds are **not applicable for market losses, margin shortfalls, or executed trades.**

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## Contact for Refund Queries

For any refund-related queries, clients may contact:

**Email:** [info@pesb.co.in](mailto:info@pesb.co.in)

**Phone:** +91-20-41000600

**Address:** Pune E Stock Broking Limited, Pune, Maharashtra, India

For Pune E-Stock Broking Limited

Sd/-

Authorised Signatory