



# Terms and Conditions- Internet Payment Gateway

These “Terms and Conditions” shall be applicable to all transactions initiated by the User vide the Internet Payment Gateway (facility) towards online payments made to merchants for products or services purchased by customer from the merchant's online store or online shopping sites (hereinafter referred to as online). The customer hereby agrees to abide by these Terms and Conditions as amended by the bank from time to time. These terms and conditions shall be in addition to and not in derogation of the Terms and Conditions relating to any account of the customer and / or the respective product or the service provided by Shivalik Small Finance Bank unless otherwise specifically stated.

Before usage of the facility customers are advised to carefully read and understand these Terms and Conditions. Usage of the Internet Payment Gateway by the customer shall be construed as deemed acceptance of these Terms and Conditions mentioned herein below.

## Terms and Conditions

- The customer using this facility authorizes the bank to honor instructions given by the customer, to debit their account for online payments to be made to merchants for products or services which are sold online.
- The customer by using the facility has provided consent for the bank in receiving the billing details from the merchants who sell their products or services online
- The customer agrees that while the bank will take all reasonable steps to ensure the accuracy of the payment details, the bank is not liable for any error in the payment details and the bank shall not be responsible for any loss, damages, etc. that may be incurred/suffered by the customer in this regard.
- The bank will not be responsible for the quality of any of the products sold or services offered/sold to the Customer by the merchant online. The customer agrees that any disputes regarding quality, merchantability, non-delivery and delay in delivery of the Products/Services or otherwise will be dealt with, by and between the customer and the merchant directly and the Bank shall not be a party to such dispute.
- The customer agrees that any disputes in relation to payment details will be settled directly by the customer with the merchant and the bank's responsibility is limited to provision of only payment details held by the bank in relation to the payment.
- The customer agrees that the record of the instructions given and transactions with the bank shall be conclusive proof and binding for all purposes and can be used as evidence in any proceeding.
- Charges, if any, for the using Payment Gateway services will be at the sole discretion of the Bank and the Bank is at liberty to revise the same from time to time, without giving any notice.
- The customer agrees that all refunds due to non-delivery of goods / rejection of the goods will be done at the request of the online store or online shopping site.
- The bank is at liberty to withdraw at any time this facility, or any services provided hereunder, in respect of any or all the account(s) without assigning any reason whatsoever, after giving a 30 days notice.