

# Refund Policy – LoanWalle

LoanWalle (operated by LUNEX FINTECH PRIVATE LIMITED) charges certain processing or platform fees for services.

## 1. Non-Refundable Fees

All service and processing fees are **non-refundable**, including cases where:

- Loan application is rejected
- User cancels after submission
- Incorrect details are provided

## 2. Eligible Refunds

Refunds will only be processed in case of:

- Duplicate payment
- Failed transaction where amount is deducted but service not initiated
- Excess amount charged

## 3. Refund Timeline

Approved refunds will be processed within **2–3 working days** to the original payment method.