SAURIN INVESTMENTS PVT. LTD.

Refund & Cancellation Policy

Registered Office: 'SIPL House', 14, Bhagwan Nagar Tekro, Paldi, Ahmedabad – 380007, Gujarat, India
Website: www.saurinonline.com | Compliance & Operational Documentation

This Refund & Cancellation Policy governs all fees, charges, and payments made towards trading and demat account opening, market segment enablement, or any other ancillary services provided by **Saurin Investments Pvt. Ltd.** (hereinafter referred to as **"SAURIN INVESTMENTS"**, **"We"**, **"Us"**, or **"Our"**) through our website **www.saurinonline.com**, mobile applications, or offline channels.

1. NON-REFUNDABLE ACCOUNT OPENING & SEGMENT CHARGES

The fees paid towards account opening, processing of Know Your Client (KYC) documentation, and enabling trading segments across Equities (Cash), Equity Derivatives (Futures & Options), Currency Derivatives, Commodities, or any other related services are generally non-refundable once the onboarding process has commenced.

2. PHYSICAL DOCUMENT COLLECTION & VERIFICATIONS

Pick-up of physical forms, In-Person Verification (IPV), and collection of supporting documents related to the onboarding procedure are subject to the geographic availability and operational scheduling of our authorized representatives at any given location and time.

3. REFUND DUE TO OPERATIONAL DELAY

In the event that your trading and/or demat account has not been activated by the team at **Saurin Investments Pvt. Ltd.** after the passing of **10 (ten) working days** from the date of complete collection of all mandatory supporting documents, valid KYC verifications, and receipt of all due authorizations/e-Signs from you, you are entitled to request a **full refund** of the account opening fees paid.

4. MULTIPLE / DUPLICATE CHARGE DEDUCTIONS

If an applicant or client has been debited multiple times due to a payment gateway latency, network drop, or technical anomaly during the transaction:

- The client must notify the company by sending an email from their registered email ID to **info@saurinonline.com**.
- The email must include the transaction date, payment reference/UTR number, and bank debit proof.
- Upon verification with the payment gateway/clearing bank, the excess amount will be refunded directly to the originating bank account within 5 to 7 working days.

5. CANCELLATION OF MARKET ORDERS & EXECUTED TRADES

> **Statutory Exchange Notice:** In accordance with the rules, bye-laws, and regulations of SEBI and recognized Stock Exchanges (NSE, BSE, MCX), any order placed by the client that has matched and executed on the Exchange order matching engine is final, irrevocable, and non-cancellable. No refund, reversal, or cancellation is permissible for market-executed transactions. Only pending/unexecuted orders sitting in the order book can be cancelled or modified prior to matching.

6. POLICY AMENDMENTS

SAURIN INVESTMENTS reserves the right to modify or amend this policy at any time to align with prevailing regulatory guidelines, circulars issued by SEBI/Exchanges, or operational requirements. Any revisions will be published on **www.saurinonline.com** and will become effective immediately upon posting.