

Refund Policy

1. Introduction:

Abakkus Asset Manager Private Limited (formerly known as Abakkus Asset Manager LLP) (“**Abakkus**”, “**Our**”, “**Us**”, “**We**”) provides investment advisory services as a registered non-individual investment adviser pursuant to the SEBI (Investment Advisers) Regulations, 2013, read with the Master Circular for Investment Advisers (collectively, the “**Regulations**”), bearing SEBI Registration No. **INA000015729**, and enlisted with BSE (Enlistment ID: **1093**); operating through the Abakkus Investment Advisors division under the brand name Abakkus Smart.

2. Applicability and Scope

This Refund Policy (“**Policy**”) is applicable to all payments made to Abakkus for providing investment advisory services to the clients of Abakkus Investment Advisors. Abakkus is committed to maintaining transparency and ensuring that any financial discrepancies are promptly addressed. This Policy outlines our procedures for handling certain kind of payments (as defined below) made to Us.

3. Kinds of payments covered under this Policy

Abakkus may have to refund certain payments made to Abakkus by the client in the following scenarios:

- a) Overpayments
- b) Duplicate payments
- c) Payments made to the wrong account
- d) Payments exceeding the agreed-upon amount
- e) Regulatory obligations
- f) Unauthorised payments
- g) Any other case as Abakkus may deem fit

4. Refund Process:

- a) **Notification by the Client:** The client must notify Abakkus [except in case of point 3(e) of this Policy] of any such payment made by providing a written communication, including relevant details such as the payment date, amount, and supporting evidence.
- b) **Verification:** Upon receiving the client’s notification, We will:
 - Verify the claim of incorrect payment.
 - Confirm the payment details within Our records.
- c) **Refund Timing:** Once such payment has been verified, Abakkus will reimburse the amount promptly. Refunds will be processed within 30 (Thirty) business days after the verification is complete.
- d) **Refund Method:** Refunds will be issued via the same payment method used for the original transaction or through direct bank transfer. Any processing fees, transaction charges, administrative fees or any other associated charges with such transaction incurred by Us may be deducted from the refunded amount.
- e) **Retention of breakage fees:** Abakkus may retain a maximum breakage fee of not greater than one quarter fee in accordance with the Client Agreement and the Regulations, and refund the remaining amount in terms of this Policy.

5. Client Responsibilities:

Clients are encouraged to:

- a) Regularly review their payment records.
- b) Notify Us promptly of any discrepancies.
- c) Provide accurate details to facilitate timely refunds.

6. Limitations:

Abakkus reserves the right to decline refund requests if:

- a) The claim is found to be invalid or unsubstantiated after thorough investigation.
- b) The funds have already been lawfully disbursed or invested in accordance with the client's instructions.

7. Dispute Resolution:

In case of disputes or discrepancies related to refund requests, clients/investors can escalate the issue through the designated grievance redressal mechanism provided by Abakkus. Abakkus shall endeavour to resolve disputes in a timely and fair manner, adhering to the Regulations and best practices.

8. Contact Information:

For inquiries or assistance regarding refund requests, you may contact:

- Phone No.: +91 22 6884 6600
- Email Id: ria@abakkusinvest.com

9. No Conflict

In the event of any inconsistency, conflict, or discrepancy between the provisions of this Policy and the Client Agreement between the client and Abakkus ("**Agreement**") and/or the Most Important Terms and Conditions ("**MITC**"), the provisions of the Agreement and/or the MITC (as the case may be) shall prevail over the terms of this Policy to the extent of such inconsistency, conflict, or discrepancy.

10. Amendments to the Policy:

This Policy is subject to change at the discretion of Abakkus. Any amendments or updates to the Policy will be communicated through appropriate channels.