



## Refund Policy

March 2023

**CLARICO PAY** adheres to strict compliance procedures and policies related to money service businesses but is not liable for any delays, loss or error in transmission of payment or for any mistake or omission or error caused by any reason outside our control or due to any relevant laws or market practices of origin and/or beneficiary countries.

In a case of a cancellation or refund of a payment order the following procedures will apply:

1. The sender must request for a refund/cancellation in writing stating the reason and customer number, signed by the sender including a coloured copy of his/her passport or driving license. All written refund/cancellation requests will be reviewed under the discretion of **CLARICO PAY**. When a refund is processed; the sender shall only obtain the foremost amount minus the refund/cancellation administration fee and other charges applied by affiliate banking providers and/or intermediary banks.
2. The administration fee for a refund/cancellation request is **£50.00**. The amount received will differ from the originally paid due to the deduction of the cancellation fee and other bank charges including, but not limited to, different exchange rates that may be applied by affiliate banking providers and/or recipient commissions by intermediary banks at the time period of a refund for example.
3. It would approximately take up to 15 working days to process a refund. The refunded money will only be credited to the card or bank account originally utilised.
4. Any changes or modifications in the details of a processed transaction will also incur a charge of **£50.00**.
5. It will not be possible to make reversals or to issue full or partial refunds once a transaction status is shown as '*processing*' or '*completed*' on **CLARICO PAY**'s system.

We trust that you will understand these procedures, which are intended for your protection as well as ours.

Any complaints regarding the transaction should be reported within 14 working days.

Any dispute or claim arising out of or in connection with such contracts or their formation (including non-contractual disputes or claims) will be subject to the non-exclusive jurisdiction of the courts of England and Wales. The foregoing shall be without prejudice to your statutory rights.

**CLARICO PAY LTD** is registered with the HMRC and regulated by the Financial Conduct Authority.

FCA Registration number: **527149**

HMRC Registration number: **XLML00000105054**

Registered in England and Wales: **07263512**

Registered office address: **49 Mowlem Street, 1<sup>ST</sup> Floor – Unit 10, E2 9HE, London, United Kingdom**