

Refund and Cancellation Policy

At Matference Technologies India Pvt Ltd (cGreen), we take pride in the services delivered by us and guarantee your satisfaction with our services and support. We constantly improve and strive to deliver the best services through the cGreen network.

When a repayment of instalment is made to cGreen on behalf of the lender, the amount paid by the borrower is transferred to the concerned lender by cGreen. Refund cannot be provided by cGreen after the amount has been transferred by cGreen to the lender on a T+1 working day after the transaction. Refund request can be initiated through info@cgreen.in up to the mentioned timelines only. All refund requests must be made within 1 days of payment. We will process your request within 3 to 5 working days of receiving all the information required for processing refund like reason for refund, bank details for processing request, etc. Refund will be issued for the following only:

- Any mistake in the procedure from our side
- Any error which cannot be edited
- In case of double payment received

Note: Refund is not applicable to change of mind, switching to other lenders , rejection of loan and all other factors except the above mentioned terms.