Cancellation and Refund Policy

Slongo Technology Private Limited
Last Updated: 10th February 2026

Slongo Technology Private Limited ("Slongo", "we", "us", or "our") operates a digital platform that enables users to load funds into their Slongo Wallet through authorized payment methods such as credit cards.

This Cancellation and Refund Policy outlines the terms under which wallet top-up transactions may be cancelled or refunded.

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1. Cancellation Policy

1.1 Eligibility for Cancellation

1.1.1 A cancellation request may only be considered if a wallet top-up transaction has failed or remains incomplete due to:

- Payment gateway errors
- Banking network issues
- Technical failures
- Duplicate debit without wallet credit
- Compliance or fraud review

1.1.2 Once a wallet top-up transaction is successfully authorized and the corresponding amount is credited to the Slongo Wallet, cancellation is not permitted under any circumstances.

1.1.3 Wallet balance usage or subsequent transfers from the wallet cannot be cancelled once executed.

1.2 Requesting Cancellation

1.2.1 Users may initiate a cancellation request in case of incomplete transactions through:

- In-app support request
- Registered email support channel
- Official customer service contact number

1.2.2 Slongo may require transaction details, payment reference ID, and supporting documentation before reviewing the request.

1.2.3 Slongo reserves the right to reject cancellation requests that do not meet eligibility criteria.

1.3 Payment Gateway Charges

1.3.1 In cases where a transaction fails but the payment gateway has processed the charge, gateway convenience fees or processing charges may be non-refundable.

1.3.2 Such charges are retained by the payment gateway provider and are outside Slongo's control.

1.4 No Cancellation for Successful Wallet Credits

1.4.1 Once the wallet has been credited successfully, cancellations will not be processed.

1.4.2 Users are responsible for reviewing transaction details before confirming wallet top-up requests.

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2. Refund Policy

2.1 Eligibility for Refund

Refunds may be initiated only in the following scenarios:

- The wallet top-up transaction fails.
- Funds are debited but not credited to the wallet.
- Duplicate debit due to technical error.
- Transaction reversed by the payment gateway or issuing bank.
- Regulatory or compliance-related transaction reversal.

Refund eligibility is determined solely at Slongo's discretion based on transaction logs and reconciliation records.

2.2 Refund Method

2.2.1 Refunds will be processed to the same payment method used for the original wallet top-up.

2.2.2 Slongo does not process refunds to alternate accounts or third parties.

2.3 Exclusion of Payment Gateway Charges

2.3.1 Refunds may exclude non-refundable payment gateway charges where applicable.

2.3.2 Users acknowledge that Slongo does not control gateway fee reversals.

2.4 Refund Processing Timeline

2.4.1 Once approved, refunds are initiated within a reasonable timeframe.

2.4.2 The credit timeline depends on the issuing bank or card network and may take 5–10 business days or as per banking norms.

2.4.3 Slongo is not responsible for delays caused by banking institutions or card networks.

2.5 No Refunds for Successfully Credited Wallet Balances

2.5.1 Once the wallet balance has been successfully credited, refunds will not be permitted except where:

- Required by applicable law
- Ordered by a regulatory authority
- Reversed due to chargeback or fraud determination

2.5.2 Users are responsible for initiating wallet top-ups with full understanding that credited balances are non-refundable.

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3. Chargebacks

3.1 If a wallet top-up is disputed or reversed through a chargeback:

- The equivalent wallet balance will be debited immediately.
- If insufficient balance exists, the User remains liable for the deficit.
- Slongo may suspend or permanently block the account.
- Legal recovery action may be initiated in case of fraudulent disputes.

3.2 Users must cooperate with Slongo in providing required documentation within three (3) business days of request.

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4. Transaction Review

4.1 All cancellation and refund requests will be reviewed based on:

- System logs
- Payment gateway reconciliation
- Banking confirmations
- Fraud risk indicators

4.2 Slongo’s determination regarding refund or cancellation eligibility shall be final and binding.

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5. Force Majeure

Slongo shall not be liable for delays or failure to process cancellations or refunds due to:

- Natural disasters
- Regulatory restrictions
- Banking outages
- Payment network failures
- Cyber incidents
- Events beyond reasonable control

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6. Amendments to Policy

Slongo reserves the right to modify or update this Cancellation and Refund Policy at any time.

Updated versions will be published on the Platform and become effective upon posting.

Continued use of the Platform constitutes acceptance of the revised policy.

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7. How to Request Cancellation or Refund

To raise a request:

- Use the in-app support feature
- Email the official support email
- Contact the official customer service number

Users must provide:

- Registered mobile number
- Transaction ID
- Date and amount of transaction
- Description of issue

Incomplete information may delay processing.

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8. Contact Information

For cancellation or refund-related queries:

Phone: +91 9187136965
Email: support@ultrafastapi.com

By using the wallet top-up transaction through Slongo, you acknowledge and agree to this Cancellation and Refund Policy.
