Slongo Technology Private Limited – Terms of Use

Effective Date: 10th February 2025

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1. Our Role

Slongo Technology Pvt. Ltd. (hereinafter referred to as “Slongo”, “us”, “we”, or “our”) operates a digital platform that enables registered users (“User”, “you”, or “your”) to load funds into a prepaid wallet using authorized payment methods, including credit cards.

Slongo’s role is strictly limited to:

- Facilitating wallet top-ups through authorized payment gateway partners.
- Crediting equivalent value to the User’s Slongo wallet upon successful transaction authorization and settlement.
- Maintaining digital records of wallet transactions.

Slongo does **not**:

- Act as a bank or financial institution.
- Offer lending, deposit-taking, or investment services.
- Act as an intermediary for specific third-party service providers.
- Verify or validate the purpose of wallet usage.

All wallet funds remain subject to applicable regulatory requirements and Slongo’s internal compliance policies.

By using the Platform, you acknowledge that Slongo acts solely as a technology platform enabling wallet loading and management.

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2. Definitions

For the purposes of these Terms:

a. **“Platform”** means the Slongo web application, mobile interfaces, websites, and related services.

b. **“Wallet”** means the digital stored-value account maintained within the Platform for Users.

c. **“User”** means any individual or entity registered on the Platform.

d. **“Wallet Top-Up” or “Transaction”** means loading funds into the Wallet using supported payment methods.

e. **“Third-Party Service Providers”** means payment gateways, banks, card networks, compliance vendors, or technology providers engaged by Slongo.

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3. Eligibility

By registering and accessing the Slongo Platform, you confirm:

a. You are legally capable of entering into a binding contract.
b. You are not barred or prohibited from using financial services under applicable law.
c. You are at least 18 years of age at the time of registration.
d. You authorize Slongo to conduct identity verification, KYC checks, and compliance reviews as required.
e. Slongo may collect and verify credit-related or identity-related information for compliance and risk assessment purposes.
f. You are responsible for all activity under your account.

Slongo reserves the right to restrict or deny access at its sole discretion based on risk, compliance, or operational considerations.

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4. Wallet Usage Framework

Under this model:

- Users initiate wallet top-up requests through the Platform.
- Funds are processed via integrated and authorized payment gateway partners.
- Upon successful settlement, the wallet balance is credited accordingly.
- Wallet balances may be used only in accordance with permitted use policies defined by Slongo.
- Slongo reserves the right to impose transaction limits, wallet limits, cooling periods, or usage restrictions.

Wallet balances do not constitute deposits and do not earn interest.

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5. Acceptable Use Policy

You agree not to:

- Use the Platform for illegal activities, including fraud, money laundering, or unauthorized fund transfers.
- Conduct circular transactions or artificial wallet inflation.
- Use stolen or unauthorized payment instruments.
- Attempt to manipulate wallet balances or exploit system vulnerabilities.

Slongo reserves the right to suspend, freeze, or terminate accounts for violations.

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6. KYC and Compliance

Slongo may require:

- PAN, Aadhaar, or other identity documentation.
- Additional documents for enhanced due diligence.
- Source-of-funds verification.

Failure to provide requested documents may result in wallet restrictions or suspension.

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7. Authorization

By initiating a wallet top-up, you authorize Slongo to:

- Charge your selected payment method.
- Credit the corresponding wallet amount upon successful settlement.
- Share necessary transaction data with payment gateway partners and compliance vendors.

Transactions initiated from your account are deemed authorized by you.

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8. Transaction Terms

- Wallet top-ups are subject to successful authorization by payment networks and banks.
- Slongo is not liable for failed transactions due to incorrect payment details.
- Slongo may delay, suspend, or reject transactions based on fraud detection or compliance concerns.
- Wallet balances may be frozen pending investigation of suspicious activity.

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9. Payment Processing and Fees

- Transaction Fees: Applicable wallet loading fees will be disclosed prior to payment confirmation.
- Third-Party Charges: Users are responsible for bank or card network charges.
- Fee Changes: Slongo may revise fees with prior notice via the Platform.

Continued use constitutes acceptance of revised fees.

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10. Refund Policy

Refunds may be processed in the following scenarios:

- Failed or reversed wallet top-ups.
- Technical errors preventing wallet credit.
- Compliance-related transaction cancellations.

Once a wallet top-up is successfully credited, refunds may not be permitted except under applicable regulatory requirements.

Refund timelines depend on the originating payment instrument and banking channels.

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11. Chargebacks

If a wallet top-up is reversed through a chargeback:

- The corresponding wallet balance may be debited immediately.
- If insufficient balance exists, the User remains liable for the deficit.
- Slongo may suspend or permanently block the account.

Users must cooperate in chargeback investigations within three (3) business days of request.

12. Tax Obligations

Users are responsible for complying with all applicable tax laws, including reporting obligations related to wallet usage.

Slongo does not provide tax advisory services.

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13. Data Protection and Privacy

Slongo collects and processes data in accordance with its Privacy Policy and applicable laws.

- Data may be shared with payment gateways and compliance partners.
- Data will be stored securely.
- Retention periods will comply with regulatory requirements.

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14. Force Majeure

Slongo shall not be liable for failure to perform due to events beyond reasonable control, including regulatory actions, system outages, banking failures, or technical disruptions.

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15. Governing Law and Dispute Resolution

These Terms are governed by the laws of India.

Disputes shall be resolved through binding arbitration in Bengaluru, India, under the Arbitration and Conciliation Act, 1996.

Courts in Bengaluru shall have exclusive jurisdiction where arbitration is not applicable.

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16. User Account and Security

You are responsible for safeguarding your login credentials.

Notify Slongo immediately in case of unauthorized access.

Slongo is not liable for losses arising from credential compromise unless caused by gross negligence.

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17. Modification of Terms

Slongo may modify these Terms at any time. Updated Terms will be posted on the Platform.

Continued use constitutes acceptance of revised Terms.

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18. Limitation of Liability

To the maximum extent permitted by law:

- Slongo shall not be liable for indirect, incidental, or consequential damages.
- Slongo’s total liability shall not exceed the transaction amount in dispute.

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19. Termination

Slongo may suspend or terminate access for:

- Fraudulent activity.
- Regulatory risk.
- Violation of Terms.
- Operational or risk-based discretion.

Wallet balances may be held pending investigation where required by law.

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20. Contact Information

For support or queries:

Email: support@ultrafastapi.com
