

Refund Policy and Unauthorized Transactions

If you notice charges on your credit/debit card for purchases or services on our site, and you did not create an account or authorize the transaction, please first check with family members or business colleagues who may have made the payment on your behalf. If you confirm that no authorized party made the payment, report the unauthorized purchase to your bank within 30 days of the transaction. This will enable PayPlace to conduct an investigation promptly.

Refund for Failed Transactions

Once an amount is debited from your credit/debit card or bank account and the same value is not reflected in your PayPlace account within 24 hours of the transaction's completion, please notify us immediately. You can do this by sending an email to our support address listed on the 'Contact Us' page. Please include the following details in your email: transaction value, transaction date, and request number. If our investigation confirms that money was debited from your card or bank account without the corresponding value being credited to your PayPlace account, we will initiate a refund within 21 working days from the date of receiving your email. All refunds will be credited to the original mode of payment.

No Refund Policy

All sales and bill payments made through PayPlace are final and non-refundable. There are no exchanges or refunds allowed once a transaction is completed successfully.

Responsibility for Transaction Details Customers and agents are responsible for ensuring the accuracy of mobile numbers, DTH account numbers, utility consumer numbers, bank account details, and other payment information used for purchases and bill payments.

PayPlace is not liable for payments made to incorrect mobile numbers, DTH account numbers, utility consumer numbers, or bank accounts.

Failed Purchase/Bill Payment

In cases where a transaction is completed by a customer on our platform, and the purchase or bill payment is not successful within 72 hours after the transaction, please inform us by sending an email to our support address listed on the 'Contact Us' page. Include the following details in your email: mobile number/DTH account number/utility consumer number/bank account, operator name, transaction value, transaction date, and order number. PayPlace will investigate the incident, and if it is determined that money was debited from your credit/debit card or bank account without completing the purchase or bill payment, a refund will be issued within 21 working days from the date of receiving your email. Again, all refunds will be credited to the original mode of payment.