ABRAO GROUP – REFUND POLICY

ENTITIES

The Refund Policy ("this policy") applies to transactions which are done with Abrao Group Entities ("Group Entities") as follows:

- ➢ Omega Shipping Agencies Private Limited
- ➢ Poseidon Shipping Agency Private Limited
- ➢ Aissa Maritime Private Limited

REFUND SCENARIOS

Generally, payment by Customer to Group Entities is made against invoice which is issued to Customer basis "agreed value of service" (consideration) provided by Group Entities. Therefore, there ought not be a case for refund (amount payable to Customer by Group Entities) except in following scenarios:

- Container Security Deposit.
- Duplicate / Excess Payment.
- Adjustment to consideration.

REFUND PROCESS

- Customer would be able to adjust refund against outstanding invoices using Portal.
- Customer is ineligible for refund in case value of outstanding invoices is higher than value of refund.
- Where Customer is eligible for refund and applies for same on Portal, Customer would need to provide bank details along with copy of cancelled cheque.
- In case refund has to be processed in favour of third party (who is not the invoicing party), Customer needs to provide NOC letter along with KYC documents of third party.
- In case of Container Security Deposit, Customer need to submit physical application along with required document to enable the issuance of Credit Note post which refund could be initiated from Portal.
- Portal provides "unique" access to Customer for each product (service offered by Group Entities) and related GSTIN / geolocation. Accordingly, adjustment of refund against outstanding invoices or processing of refund would be allowed within the same unique product and related GSTIN / geolocation.