Terms and Conditions for Use of the Website

Last Updated: 01/04/2025

Komac Investments & Finance Private Limited (“KIFPL” or the “Company”), a company incorporated under the laws of India with its registered office at 106 Motalibai Wadia Bldg 22- D S. A. Brelvi Road Fort, Mumbai, Maharashtra, India, 400001, owns and operates the website www.kifpl.com (hereinafter referred to as the “Website”).

These Terms & Conditions (“Terms”), together with our Privacy Policy, govern your use of the Website. By accessing, browsing, registering, or transacting on the Website, you (“User” or “You”) agree to be bound by these Terms. If you do not agree, please discontinue use immediately.

1. General

KIFPL is a Non-Banking Financial Company (NBFC) registered with the Reserve Bank of India (RBI) and engaged in providing financial products and services in compliance with applicable laws.

All loan sanctioning, disbursement, and recovery decisions are taken solely by KIFPL in accordance with its credit and risk policies.

Services provided by KIFPL via the Website may include:
- Loan applications and processing.
- Providing information regarding loan products and facilities.
- Customer support and grievance redressal.

2. Eligibility

Users must be at least 18 years of age and legally capable of entering into binding contracts under Indian law.

KIFPL reserves the right to suspend or terminate access if information provided is found to be false, inaccurate, or misleading.

3. Acceptance of Terms

Continued use of the Website constitutes acceptance of these Terms.

KIFPL may update these Terms at its sole discretion without prior notice. Users are encouraged to review them periodically.

4. User Account
To avail certain services, Users may need to create an account and provide accurate details.

Users are responsible for safeguarding login credentials and all activities under their account.

KIFPL may suspend or terminate accounts in case of fraud, misuse, or violation of these Terms.

5. Privacy
Collection, use, and storage of personal information are governed by the Privacy Policy available on the Website.

By using the Website, you consent to data processing as described therein.

6. License & Access
KIFPL grants Users a limited, non-transferable license to access and use the Website.

Users shall not copy, modify, reverse-engineer, resell, or misuse any part of the Website.

7. Monitoring
KIFPL reserves the right to monitor Website usage to ensure compliance.

KIFPL may remove objectionable content or share information with authorities if required by law.

8. Service Suspension
KIFPL may suspend, restrict, or terminate Website access at any time without prior notice.

9. Limitation of Liability
KIFPL disclaims all warranties, express or implied, regarding the Website and its services.

Users agree that KIFPL shall not be liable for any direct, indirect, or consequential damages arising from use of the Website.

10. Indemnity

Users agree to indemnify KIFPL, its employees, directors, and affiliates against any claims, losses, or damages arising from misuse of the Website or violation of these Terms.

11. Third-Party Links

The Website may contain external links for convenience. KIFPL does not endorse or control such content and is not responsible for its accuracy.

12. Acknowledgement

Users acknowledge that loan approval and sanction are subject to KIFPL's internal policies and applicable law.

Use of the Website does not guarantee a loan sanction.

13. Governing Law & Jurisdiction

These Terms shall be governed by the laws of India.

Courts in Mumbai, Maharashtra shall have exclusive jurisdiction.

14. Refund & Chargeback Policy

KIFPL does not collect deposits from customers. However, certain payments (such as processing fees, service charges, or repayments) may be made through the Website. In such cases:

Refunds

- Refunds, where applicable, will be considered only in cases of duplicate transactions, excess payments, or technical errors.
- Valid refund requests must be raised by sending an email to compliance@kifpl.com within 7 working days of the transaction.
- Approved refunds will be processed to the original mode of payment within 7–10 working days.

Chargebacks

- Users must report chargeback claims (unauthorized or disputed transactions) immediately to their bank and to KIFPL.
- KIFPL will cooperate with Payment Service Providers and banks to resolve genuine disputes.

Non-Refundable Transactions

- Processing fees, loan application charges, and repayments against disbursed loans are non-refundable.