



DEHRADUN E NET SOLUTIONS PVT LTD

Reg. Office: 180, Gen Arora Hall, Sandhu Centre Near Transport Nagar, Dehradun, Uttarakhand – 248001

Phone: 0135-6633333, +91 7088888811, Website: [www.enet.net.in](http://www.enet.net.in)

---

## Refund Policy

All sales of Recharge are final and there will be no refund or exchange permitted. Please note carefully that you are responsible for the User id you recharge for and all charges that result from those purchases. Enet is not responsible for any purchase of Recharge for an incorrect Id.

However, in a case where a transaction has been completed by you on the Site / Using SMS and money has been deducted from your bank account/wallet but a Recharge has not delivered within 24 hours of your completion of the transaction then you may inform us by sending us an email on [admin@enet.net.in](mailto:admin@enet.net.in) or posting us a message from Need Assistance section on Retailor Home page. In such a scenario you will be entitled to a full refund.

**We request you to include in the email the following details-**

- (i) The subscriber id,
- (ii) Recharge value,
- (iii) Transaction date and
- (iv) Transaction Id.

Enet shall investigate the incident and if it is found that money was indeed charged to your retailer account without delivery of the Recharge then you will be refunded the money within 10 working days from the date of the receipt of your Mail / SMS.