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Numbers may not be inaccurate

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25. Payments made through Site/App. You understand, accept and agree that any payment facility provided through the Site/App is neither a banking nor financial service but is merely a facilitator providing an electronic, automated online electronic payment, receiving payment through collection and remittance facility for the transactions on the Site/App using the existing authorized banking infrastructure and Credit Card payment gateway networks. Further, by providing Payment Facility, WEGOT is neither acting as trustees nor acting in a fiduciary capacity with respect to any transaction through the Site/App.

All payments made through the Site/App including all Valid Credit / Debit/ Cash Card/ Online Bank Transfers from Valid Bank Accounts and other payment instruments are processed using a Credit Card payment gateway or appropriate payment system infrastructure and the same will also be governed by the terms and conditions agreed to between You and the respective Issuing Bank and payment instrument issuing company (if applicable)

While availing any of the payment method/s available on the Site/App, we will not be responsible or assume any liability, whatsoever in respect of any loss or damage arising directly or indirectly to You due to:

- a) Lack of authorization for any transaction/s, or
- b) Exceeding the preset limit mutually agreed by You and between "Bank/s", or
- c) Any payment issues arising out of the transaction, or

d) Decline of transaction for any other reason/s.

25. Grievance officer. In accordance with Information Technology Act 2000 and rules made there under, the name and contact details of the Grievance Officer are provided below:

You may write to:

WEGOT UTILITY SOLUTIONS PVT LTD

Address: Plot no.45, Raju Nagar, Second Street, Okkiyam Thoraipakkam, Chennai – 600 097

Or call:

Phone: +91- 9840851800

Time: Monday – Friday (9:00 - 18:00)

Or send an email:

admin@wegot.in

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