

Cancellation & Refund Policy:

You may place the cancellation request with our support team within 12 hours of the submission of your application with us. On receipt of the cancellation request, the account opening shall not be proceeded with.

The Refund policy for all payments made using the payment gateway shall stand as under:

- The Fees paid towards account opening charges, if any, for enabling equities as well as commodities and/or demat account is non-refundable
- We depend on the exchanges, KYC Registration Agency (KRA), and other third parties to open an account. The account may also be put on hold for rectifications.
- In case your account has not been opened by Team Market-Hub, after the tenth day passing by from the day of collection of all necessary supporting documents and receipt of all due authorizations from you, you may request for a full refund of the charges as paid by you towards account opening, if any.
- The fee paid for subscribing to value added services involving third parties, if any, shall be non-refundable.
- If a payment made of opening fee was paid multiple times then such fees which are lying unused with Market-Hub, if any, you may request for a full refund by creating a ticket by writing at customercare@markethubonline.com along with the payment proof.
- The refund will be credited to the bank account within seven working days. Contact the bank if the refund is not credited after seven working days.

Note: The completion of the refund procedure is subject to agencies such as banks, payment gateways.

