



## Refund Policy

### 1. Introduction:

Buoyant Capital Private Limited (BCPL) is a SEBI-registered alternatives asset manager. At Buoyant Capital Private Limited, we are committed to maintaining transparency and ensuring that any financial discrepancies are promptly addressed. This Refund Policy outlines our procedures for handling incorrect payments made to us.

### 2. Scope of the Policy:

This policy applies to all clients who make payments to Buoyant Capital Private Limited, including but not limited to investment contributions, fees, or other charges.

### 3. Incorrect Payments Defined:

An "incorrect payment" refers to any funds received by Buoyant Capital Private Limited in error, including but not limited to:

- a) Overpayments.
- b) Duplicate payments.
- c) Payments made to the wrong account.
- d) Payments exceeding the agreed-upon amount.

### 4. Refund Process:

- a. **Notification by the Client:** The client must notify Buoyant Capital Private Limited of any incorrect payment by providing written communication, including relevant details such as the payment date, amount, and supporting evidence.
- b. **Verification:** Upon receiving the client's notification, we will:
  - Verify the claim of incorrect payment.
  - Confirm the payment details within our records.
- c. **Refund Timing:** Once the incorrect payment has been verified, Buoyant Capital Private Limited will reimburse the amount promptly. Refunds will be processed within 3 (Three) business days after the verification is complete, or at the client's specified request date.
- d. **Refund Method:** Refunds will be issued via the same payment method used for the original transaction unless otherwise requested by the client. Any processing fees, transaction charges, administrative fees or any other associated charges with such transaction incurred by the BCPL may be deducted from the refunded amount.

### 5. Client Responsibilities:

Clients are encouraged to:

- a) Regularly review their payment records.
- b) Notify us promptly of any discrepancies.
- c) Provide accurate details to facilitate timely refunds.

### 6. Limitations:

Buoyant Capital Private Limited reserves the right to decline refund requests if:

- a) The claim is found to be invalid or unsubstantiated after thorough investigation.
- b) The funds have already been lawfully disbursed or invested in accordance with the client's instructions.

**7. Dispute Resolution:**

- In case of disputes or discrepancies related to refund requests, clients/investors can escalate the issue through the designated grievance redressal mechanism provided by the BCPL. BCPL will endeavour to resolve disputes in a timely and fair manner, adhering to regulatory guidelines and best practices.

**8. Contact Information:**

- For inquiries or assistance regarding refund requests, you may contact:
  - Phone No.: 022-6931-9999
  - Email Id: [care@buoyantcap.com](mailto:care@buoyantcap.com)

**9. Amendments to the Policy:**

- This refund policy is subject to change at the discretion of the BCPL. Any amendments or updates to the policy will be communicated through appropriate channels.