

Cancellation/Refund Policy

All transactions of Recharge / subscription charges all are final and there will be no refund or exchange permitted. Operators/Customers are responsible for the mobile number or cable subscription you recharge for and all charges that result from those transactions. ADV is not responsible for any transaction of Recharge for an incorrect mobile number.

However, in a case where a transaction has been completed by you on the Site, and money has been charged to your card or bank account 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@aadhardigital.com or posting us a message on the Contact Us page. In such a scenario you will be entitled to a full refund. We request you to include in the email the following details - the mobile number or Smart Card number, operator name, Recharge value, Transaction date and Order Number (ADV) shall investigate the incident and if it is found that money was indeed charged to your card or bank account without delivery of the Recharge then you will be refunded the money within 7 working days from the date of the receipt of your email.