

Refund Policy

Thank you for choosing NEXAI SDN BHD. We are committed to providing excellent service and ensuring customer satisfaction. This refund policy outlines the terms and conditions for refunds related to mobile recharges, bill payments, and other transactions made through the NEXAI SDN BHD platform.

Eligibility for Refunds

1. Refund Criteria: Refunds will be issued only under the following circumstances:
 - If a mobile recharge, utility payment, or other transaction fails due to technical issues or errors on our platform.
2. Timeframe for Requests: Users must report failed transactions within 30 days from the transaction date to be eligible for a refund.

Refund Request Process

1. Initiating a Refund: To request a refund for a failed transaction, users should contact NEXAI SDN BHD customer support within 30 days of the failed transaction.
2. Required Information: Users must provide the following details when submitting a refund request:
 - Transaction ID or reference number.
 - Mobile number intended for the recharge.
 - Date and time of the transaction.
 - Reason for the refund request.
3. Contact Methods: Refund requests can be submitted via email or phone. Contact details are available on our website.

Refund Processing

1. Review Timeline: NEXAI SDN BHD will review refund requests within 3 working days of receipt.
2. Approval and Processing: If approved, refunds will be processed and credited back to the original payment method within 3 working days.

Refund Exceptions

1. User Input Errors: Refunds will not be issued for transactions that fail due to user errors, such as incorrect mobile numbers or other input mistakes.
2. Late Requests: Refund requests made after the 30-day period for failed transactions will not be entertained.

Changes to the Refund Policy

1. **Policy Modifications:** NEXAI SDN BHD reserves the right to modify or update this refund policy at any time. Changes will take effect immediately upon posting on our website.
2. **User Responsibility:** Users are encouraged to periodically review the refund policy to stay informed of any updates.

For any questions or concerns regarding our refund policy, please contact our customer support team, who will be glad to assist you.