Refund Policy

Transaction failure - Sometimes, even if payment is deducted from your account, the transaction on the platform might fail due to technical issues or for other reasons outside our control.

Refund initiation - In such cases, the payment gateway engaged by Altifi usually initiates a refund to your account.

Expected refund Timeframe - It typically takes 5-7 business days for the refund to reflect in your account.

What to do if the refund is delayed - In case the refund has not been processed within the stipulated period, kindly reach out to Altifi customer support with the transaction details so they can assist you further.