

FSSAI Policy for Refund & Cancellation

1. Transaction fee charges would not be refunded/ reversed under any circumstances for any refund/ reversal /chargeback and any other reasons.
2. Once you click on 'Proceed for Payment' during payment, you will not be able to modify any details. So kindly make sure all the information provided in the application is correct.

Credit Card (Visa/Mastercard) - Taxes as applicable per transaction;

Debit Cards - Taxes as applicable per transaction;

Net Banking - Taxes as applicable per transaction

Note - * Taxes over and above as applicable and charges to be absorbed from end customer

3. In case your amount is debited from your bank account but not updated in FLRS, please do not attempt another payment. Kindly go to the home page and search under State/Registration incomplete application(s) to verify the payment and then check under State/Registration complete application(s).

1. Kindly keep note of your Merchant transaction ID and application reference number.
2. In case your payment attempt has failed and the payment status is PROCEED on the FLRS, use the PROCEED link to pay the fees.
3. For cases where amount is debited from your bank account/card but the payment status is PROCEED on the FLRS use the PROCEED link to pay the fees. Amount debited from your bank account/card will be credited back to your account in seven working days. In case the amount is not credited back write a mail to licensing@fssai.gov.in with subject as Payment reversal and providing Merchant transaction id and Application reference number in the body of mail.
4. Your payment will not be considered as successful till you get Upload Form B page on your screen.

4. The fee paid by any applicant for a licence shall not be refundable under any circumstances.
5. All Refunds and Adjustments due to any Merchant/device error or communication link will be processed manually and the account will be credited after due verification.
6. Transaction fee charged would be borne by the card Holder for any payment.
6. Fees once paid which are nonrefundable for any reason or any clause of Food Safety and Standards Authority of India.