

Product Return - Fair usage Policy

Product return policy applies to Personal Loans (Conventional and Islamic), Smart Loans (Conventional and Islamic), Auto Loans (Conventional and Islamic), Overdraft Facilities (Conventional and Islamic), Credit Cards (Conventional and Islamic) and all CASA Accounts (Conventional and Islamic). The terms and conditions are as follows:

- ▶ The customer must apply for the 'Product Return' through the Branch, Contact centre or in writing to **contactus@adcb.com** within 7 working days of the loan disbursement or within 30 days of account opening or 30 days from credit card set up.
- ▶ For Fresh Personal Loans, Smart Loans and Auto Loans the facility return will result in the loan being cancelled and all fees and charges refunded to the customer and accrued interest being reversed.
- ▶ For Top up loans, the fees and charges will be reversed and the disbursed amount will be applied towards reducing the principal amount of the loan.
- ▶ For Overdrafts, the facility will be cancelled and any fees will be reversed.
- ▶ For Credit cards, any fees and charges applied will be reversed but any usage on the card has to be repaid in full. Usage of the Card refers to Retail Transactions, Cash Advances, Balance Transfer or Credit Card Loans.
- ▶ For account closure, fees and charges will be waived if the account is closed within 30 days from opening.
- ▶ ADCB shall not bear any responsibility whatsoever in connection with the exercise of the product return option by the customer.