

REFUND POLICY

Welcome to our online portal. Metabook XR is a brand of **Marketstrat Business Solutions Private Limited**, which is professionally managed EdTech company established in 2019 by Mr. Sanjeev Singh and Mr. Ashish having its headquarter in 507, C-51, BSI Business Park, Sector 62, Noida, Uttar Pradesh - 201309, India.

We, here at Metabook XR, value the trust of our customers. In order to honor that trust, we have created this Refund Policy ("**Policy**") to work in a transparent manner. This policy covers the circumstances under which Metabook XR may, in its discretion, provide refunds. By using this Website, you are accepting this Refund Policy. If you disagree to the Refund Policy, please do not use this Website. The scope of this Policy is applicable to processing any refund of applicable fees paid by the customers/service users who have subscribed to our services or availed our products.

Metabook XR may amend/replace/modify this Policy at any time by posting a revised Refund Policy on the Website, and/or sending information regarding the amendment to the email address you provide to Metabook XR. You are responsible for regularly reviewing the Website to obtain timely notice of such amendments. You shall be deemed to have accepted such amendments by continuing use of the Website or of your Account after such amendments have been posted or information about such amendments has been sent to you.

PRODUCT PRICING:

- Product prices listed on the website are current. While every care has been taken to label the products accurately, errors in data entry and updating may occur. We reserve the right to cancel the order in case a transaction has been made where the price indicated was not the correct price. In the

rare event if it happens, we will give a full refund of all money received from the customer.

- Prices are subject to change without advance notice.
- All the product prices mentioned on this website are in Indian Rupees. For the purchase using international cards the respective bank's exchange rate and charges will apply. We have no jurisdiction on this and any disputes or queries on exchange rates and bank charges need to be directed to the bank or institution that issued your card or payment instrument.
- All orders are acknowledged at current pricing. We will bill at price in effect at the time of receipt of money and raising of an invoice.
- Our products are liable for application of GST in India.

DELIVERY OF PRODUCTS:

- The Products purchased through our website will be shipped from our own or third-party warehouses/ stores or offices from various points in India. Our endeavor is to make the products reach you within 7-10 Business days from receipt of order and payment depending on the address for delivery.
- The delivery of the products ordered shall be done through Metabook XR's own staff or the third-party courier and logistics companies or by Postal Services usually between 10.30 am – 7 pm Monday –Saturday.
- You will need to sign a copy of delivery proof upon receiving the delivery of goods. We take no responsibility for goods signed by an alternative person other than the person ordering the product at the delivery address provided while placing the order.

- Since the transactions are authorized by the card holders, we shall not be liable to take any responsibility if any product is delivered at wrong address due to the incorrect details provided by you while placing the order.
- We shall not be responsible for damage of products after delivery.
- You should report for shortages or damages in the order products to customer service on the same day of delivery through the contact us page on our website. You will also need to highlight the same to the delivery person while signing the proof of delivery copy and return the signed copy to the delivery person.
- In case your order has not been delivered but is reflecting as “Delivered” on the order tracker, please highlight it within 24 hours or else we will not be liable to process your request.

DELIVERY CHARGES:

- Shipping and handling rates may vary based on product, packaging, size, volume, type and other considerations. The shipping and handling charges shall be confirmed at the time of check out and customers will know about this before making the payments.

SECURITY:

- All the transactions made through our website are protected by SSL (Secure Sockets Layer) and Secure Data Encryption using a 1024-bit process. Any information you enter when transacting with the webstore is sent in a Secure Socket Layer (SSL) session and is encrypted to protect you against unintentional disclosure to third parties. This is an assurance that we follow the best security practices adopted by major online vendors

where all payments are processed in real-time for your security and immediate peace of mind.

- We do not take or save any Credit Card and Debit Card information of our customers. This information is taken directly by the payment gateway provided who is authorized and is compliant with the regulations and requirements of various banks and institutions and payment franchisees that it is associated with.
- To report security vulnerabilities affecting any of our products please send an email to info@metabookxr.com.

EASY INSTALLMENT LOAN FACILITY:

We at Metabook XR, support our customers to avail our products and services by providing easy installment loan with the help of our financial partners.

➤ **EASY INSTALLMENT LOAN:**

- Metabook XR makes available easy installment loan facility for its customers in collaboration with its financial partners. This facility is available to all the customers purchasing products and subscribing services of Metabook XR, either online or in-person.
- To avail this facility, a Credit Check will be required. Applicable taxes and fees shall be charged by the Metabook XR, which will be included in the installments for processing the Installment Loan. These charges will not, for any reason and in any circumstances, be refunded.
- Additional terms and conditions may be applied, as required by the financial partners, from time-to-time.

➤ **CREDIT OR DEBIT CARD; INTEREST AND OTHER FEES:**

- To subscribe to the Metabook XR Services, you will need a valid and eligible personal, small business, or corporate/commercial credit or debit card, **domestic and/or international**, issued by any Indian or multinational bank.
- Prepaid cards are not accepted.
- The use of your credit or debit card is subject to the terms and conditions as mentioned in your cardmember's agreement. The card issuer may charge you interest or other fees pursuant to your cardmember agreement, including interest on unpaid balances or late payments.
- Your eligibility to receive certain card benefits in connection with installment payments will be determined by your card issuer.
- **Installment Payments:** Your first installment payment will be authorized on your credit or debit card at the time of purchase, pickup, or shipment and will be processed within three days. After the first installment payment, your credit or debit card will be automatically charged on a monthly basis by our financial partners under the terms of the Installment Loan.
- In any case, if the customer cancels the subscription within **3 (Three)** working days from the date of availing the Easy Installment Loan, we will refund the entire amount of the product or the service except the loan processing fees and registration fees.
- Metabook XR will not be responsible to refund any additional taxes or charges charged by the financial partners or by the card issuer bank for processing the installment loan.

REPLACEMENT OF DEFECTIVE PRODUCTS:

Replacement of a defective product is allowed only under the following circumstances:

- In the event of any defects/bugs in our product (hardware/VR Headset), you may request replacement of the said defective product within 7 (Seven) days from the date of delivery of the product.
- The replacement of a defective product will be done only if you establish that the product was delivered in defective condition or has a physical damage within 24 hours of receipt of the product.
- The defective product will be replaced with a fresh box unit only if, within 7 (seven) days from the date of delivery of the said product, you establish that the product delivered to you is not functioning smoothly.
- In case of receipt of damaged or defective products, you may please report the same to our Support Team. The request will, however, be entertained once we receive back the damaged product and a Metabook XR team member has checked and determined the same at his own end.
- Our Support Team will typically report back to you within 24 hours of receipt of the product by Metabook XR.
- In case you feel that the product received is not as shown on the site or as per the specifications, you must bring it to the notice of our Support Team within 24 hours of receiving the product. The Support Team after looking into your complaint will take an appropriate decision.
- In case of replacement, the whole product package with the product and its accessories intact will be picked up by the courier partner arranged by us.

NO REPLACEMENT UNDER FOLLOWING CIRCUMSTANCES:

We will not replace any product under the following circumstances:

- Customer is not happy with the look/quality of a defect free product / content.

- Physical damage not notified within 24 hours of receiving the product
- Any damage caused by the user.

Please note that no return shall be allowed. However, you can get the defective product replaced within 7 (Seven) days from the date of delivery and get a replacement.

PRODUCT WARRANTY:

All our headsets come with a separate manufacturer warranty. Repair or replacement of any defective headset during warranty period shall be at sole discretion of the Product Manufacturer. If you feel that any clause of the product warranty is breached during the duration of the Product Warranty (as specified on the product description), you shall directly contact the manufacturer who may, as promptly as reasonably practicable, repair the affected product in accordance with the terms of the product warranty.

CANCELLATION POLICY:

We believe in helping our customers as far as possible, and has therefore a liberal cancellation policy. However, under this policy:

- Cancellation requests will not be entertained if the manufacturer is informed about the order and they have initiated the process of shipping the order products.
- Cancellation Policy will not be applicable for the orders placed under the Same Day Delivery category.
- No cancellations shall be entertained for those products that have been obtained on special occasions. (These are limited occasion offers and therefore cancellations are not possible.)

ELIGIBILITY CRITERIA FOR REFUND:

Following are the circumstances wherein refund shall be given by Metabook XR:

- If you decide to cancel your subscription to our services or return our product, you may do so only by making such request within 72 (Seventy - Two) hours/3 (Three) working days of purchasing the product or subscribing to our services.
- If the aforementioned criteria are fulfilled then the refund will be processed within 21 (Twenty-One) working days after deduction of transactional fees, without seeking any reasonable justification/explanation by you.
- In case you face any defects in our software, you may write to our Grievance Officer at care@metabookxr.com or by calling us at **+91-9650413335 or +91-9650423335**. All the software defects shall be considered and rectified through a service call.
- In the matter of any hardware defects in our product as a consequence of mishandling by carrier or by any reason thereof, you shall report it immediately to our Support Team by writing an email to care@metabookxr.com or by calling us at **+91-9650413335 or +91-9650423335**. If you fail to do so, we will not be held responsible for any further liability arising out of any such defect in the hardware.
- After the cessation of the aforesaid time period of **3 (Three)** working days, you will not be entitled for any kind of refund/replacement of your product for any hardware/software defects and we will not, in any ways, be liable to pay you the damages or provide you refund/replacement for your product.
- All the refunds, either full or partial, shall be processed through the original mode of payment.

- Only in exceptional events, wherein your payment instrument/ account through which original payment was made, is not active or does not support refunds, you shall be required to provide other bank account details belonging to you for processing the relevant refund. We shall not be held responsible and/ or accountable for crediting refund money to the wrong account due to incorrect details furnished by you. You shall be required to furnish a declaration for transfer of refund to another bank account in the format and manner as may be required by us.
- Refund amount shall be repaid within **21 (Twenty-One) working** days after due approval by our Grievance Officer.
- In case you do not receive the refund approved by us, within **21 (Twenty-One) working days**, please reach out to us at **+91-9650413335 or +91-9650423335** or write to us at **care@metabookxr.com**.
- If due to any kind of error in the payment gateway process, the payment made by you gets deducted from your account, and we do not receive the same, we shall not be liable to refund the said amount. In this case, you are required to contact your Bank or the appropriate authorities to reverse the said transaction.
- Status of your refund can be traced by contacting our online support.
- Refund is not acceptable in case you breach terms and conditions of the present Agreement or other terms agreed by and between us.

MODE OF REFUND REQUESTS:

All requests for refunds must be sent in writing to our **Grievance Officer, Mr. Brijesh Singh, Assistant Vice President** at **info@metabookxr.com** (Our Grievance Office may deny the Refund Request if it does not meet the said requirements). If you believe charges to your account were made in error, **contact our Support Team on +91-9650413335 or +91-9650423335** within

3 (Three) working days of receipt of the charge. Metabook XR will have no obligation to review or adjust Subscription fees/charges after 3 (Three) working days from the date of subscription or renewal of the subscription.

OUT OF STOCK SITUATIONS:

Our endeavor is to ensure that all products listed on the website are available in stock for dispatch to the buyer. However, in case the same is not available for any reason, we are liable to process the refund.

- *Metabook XR, in its sole discretion, has the right to suspend or terminate your Subscription/Services and refuse any and all current or future Subscription/Services of the subscribers/users for any reason at any time.*
- *Such termination of the Services will result in the deactivation or deletion of your account and your access to our product/services, and the forfeiture and relinquishment of all content in your Account. Metabook XR reserves the right to refuse service to anyone for any reasonable reason at any time.*

DISPUTE RESOLUTION:

All the disputes related to this refund policy shall be subject to the exclusive jurisdiction of the courts at New Delhi.

QUESTIONS/COMMENTS

If you have any questions or comments regarding this Refund Policy, please contact us at:

Email: care@metabookxr.com;

Phone No.: **+91-9650413335 or +91-9650423335**
