

RETURNS AND REFUNDS POLICY JUPITICE Effective 1st May 2024

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1. General:

1.1 This website with the URL of <https://jupitice.com> (“**Website/Site**”) is operated by Jupitice Justice Technologies Private Limited.

1.2 You are advised to read Our Terms of Services along with this Policy at the following webpage: <https://jupitice.com/terms-of-services.php>.

1.3 By using the website you agree to be bound by the terms contained in this Policy without modification. If you do not agree to the terms contained in this Policy, You are advised not to transact on this website.

1.4 Please read this policy before accessing the website, so that You understand your rights as well as what you can expect from us.

2. Introduction:

At Jupitice Justice Technologies Private Limited we are committed to providing exceptional services and ensuring your satisfaction. This return and refund policy has been established to outline the procedures and guidelines for handling returns, refunds, and cancellations. We value transparency and aim to make this process as straightforward as possible for our customers.

2.1 Purpose of the Policy: Our return and refund policy aims to clarify the terms under which refunds and returns are accepted for the services offered on our platform. We strive to maintain a fair and consistent approach to resolving any issues that may arise.

2.2 Overview of Services: Jupitice Justice Technologies Private Limited via its website <https://jupitice.com/> offers a comprehensive range of digital justice services designed to facilitate dispute resolution and provide alternative solutions to traditional legal processes. Our services include:

- Digital Justice Services
- Arbitration Services
- Mediation Services
- Conciliation Services
- ODR Services
- Lok Adalat Services
- ODR Platform
- Digital Room
- Digital ADR Centre
- Solutions such as Government as a Platform, Lok-Adalat as a Platform, Quai-Judicial Platform, Judicial Platform, and Justice Services Marketplace.

Our platform serves as a hub for individuals, businesses, and organizations seeking efficient and accessible means of resolving disputes and accessing justice. Through innovative technology and expert guidance, we aim to streamline the dispute resolution process and foster mutually beneficial outcomes.

3. Scope of the Policy:

3.1 Covered Services: This return and refund policy applies to all standard services offered. These include but are not limited to:

- Digital Justice Services
- Arbitration Services
- Mediation Services
- Conciliation Services
- ODR Services
- Lok Adalat Services
- ODR Platform
- Digital Room
- Digital ADR Centre
- Solutions such as Government as a Platform, Lok-Adalat as a Platform, Quasi-Judicial Platform, Judicial Platform, and Justice Services Marketplace.

3.2 Exclusions: While we strive to provide satisfactory services to all our clients, there are certain circumstances where returns or refunds may not be applicable. These exclusions include:

- Customized or bespoke services tailored to specific client requirements.
- Services rendered under special contractual agreements with predetermined terms regarding returns and refunds.

- Any services that have been fully utilized or completed by the client.
- Services that have been rendered unusable or ineffective due to actions beyond our control, including but not limited to client misuse or external interference.

3.3 Modification and Interpretation: Jupitice Justice Technologies Limited reserves the right to modify, update, or interpret this policy at any time without prior notice. Any changes will be effective immediately upon posting on our website. It is your responsibility to review this policy periodically to stay informed of any updates.

4. Returns:

4.1 Procedure for Initiating a Return: To initiate a return for services purchased from Jupitice Justice Technologies Private Limited, please follow these steps:

1. Contact our customer support team via email at enquiry@jupitice.com or by phone at +91-78884 90649
2. Provide your order details, including your name, order number, and the service(s) you wish to return.
3. Our customer support representative will guide you through the return process and provide you with further instructions.

4.2 Conditions for Eligibility for Returns: In order to be eligible for a return, the following conditions must be met:

- The return request is made within 30 days from the date of purchase.
- The service(s) being returned are in their original condition and have not been fully utilized or completed.
- Any digital access or licenses associated with the service(s) have not been activated or used.
- All accompanying documentation, manuals, and materials are returned along with the service(s).

4.3 Instructions for Contacting Customer Support: If you meet the eligibility criteria and wish to initiate a return, please contact our customer support team:

- **Email:** enquiry@jupitice.com
- **Phone:** +91-78884 90649

Our customer support representatives are available Monday to Friday, from 9:00 AM to 6:00 PM (local time), to assist you with your return inquiries and process your request promptly.

5. Refunds:

5.1 Conditions for Refunds: Refunds may be issued under the following circumstances:

- Dissatisfaction with the quality or effectiveness of the service(s) provided.
- Technical issues or errors that prevent the proper use or access to the service(s).
- Failure to deliver the service(s) as described or promised.
- Any other valid reason deemed appropriate by Jupitice Justice Technologies Private Limited on a case-by-case basis.

5.2 Refund Process and Timeline: Upon approval of your refund request, the refund process will be initiated. Here's what you can expect:

1. Our customer support team will review your refund request and verify its eligibility based on the conditions mentioned above.
2. Once approved, the refund will be processed using the original method of payment.
3. Depending on your financial institution, it may take 30 business days for the refunded amount to reflect in your account.

5.3 Fees or Charges Deducted: In most cases, refunds will be issued in full. However, please note the following:

- If payment was made via a third-party payment gateway, transaction fees charged by the payment processor may be deducted from the refunded amount.
- Any applicable taxes or surcharges imposed by regulatory authorities may also be deducted from the refund amount.

We strive to process refunds promptly and fairly, ensuring a positive experience for our valued customers.

6. Exchanges:

6.1 Policy Regarding Exchanges: At Jupitice Justice Technologies Private Limited, we understand that your needs may evolve over time. Therefore, we offer the option for exchanges to accommodate changes in service requirements or preferences.

6.2 Conditions for Eligibility for Exchanges: To be eligible for an exchange, the following conditions must be met:

- The exchange request is made within 30 days from the date of purchase.
- The service(s) being exchanged are in their original condition and have not been fully utilized or completed.
- The value of the service(s) being exchanged is equivalent to or greater than the value of the service(s) being returned.
- Any price differences between the original service(s) and the exchanged service(s) will be accounted for accordingly.

6.3 Process for Initiating an Exchange: To initiate an exchange for different services or service packages, please follow these steps:

- Contact our customer support team via email at enquiry@jupitice.com or by phone at +91-78884 90649.
- Provide your order details, including your name, order number, and the service(s) you wish to exchange.
- Specify the service(s) you would like to exchange for and any relevant details regarding your preferences or requirements.
- Our customer support representative will review your exchange request and guide you through the exchange process, including any adjustments in pricing or service terms.

We aim to facilitate seamless exchanges to ensure that you receive the services best suited to your needs and preferences.

7. Cancellation:

7.1 Policy Regarding Cancellation: At <https://jupitice.com> we understand that circumstances may change, and you may need to cancel your services. We aim to provide a flexible cancellation policy while ensuring fairness to all parties involved.

7.2 Associated Fees, if any: Cancellation fees may apply depending on the type of service and the timing of the cancellation. These fees, if applicable, will be clearly outlined in your service agreement or during the cancellation process.

7.3 Instructions for Cancelling Services: To cancel your services, please follow these instructions:

- Log in to your account on our website using your credentials.
- Navigate to the "Account Settings" or "My Services" section.
- Locate the service(s) you wish to cancel and select the cancellation option.
- Follow the prompts to confirm your cancellation request. Alternatively, you can contact our customer support team via email at enquiry@jupitice.com or by phone at +91-78884 90649 to assist you with the cancellation process.

7.4 Required Notice Period: Please note that a notice period may be required for cancellations, depending on the type of service and your service agreement. This notice period will be communicated to you at the time of purchase or in your service agreement. Failure to provide the required notice may result in additional fees or charges.

We strive to make the cancellation process as seamless as possible while ensuring compliance with our policies and agreements.

8. Exceptions:

8.1 Services Not Eligible for Returns, Refunds, or Exchanges: While we aim to accommodate our customers to the best of our ability, certain services are not eligible for returns, refunds, or exchanges. These include:

- Customized or bespoke services tailored to specific client requirements.
- Services are provided under special contractual agreements with predetermined terms regarding returns and refunds.
- Services that have been fully utilized or completed by the client.
- Services that have been rendered unusable or ineffective due to actions beyond our control, including but not limited to client misuse or external interference.

8.2 Circumstances Under Which Exceptions May Be Made: Exceptions to our standard return, refund, or exchange policy may be considered under the following circumstances:

- Demonstrable error on the part of <https://jupitice.com> resulting in the incorrect provision of services.
- Extenuating circumstances preventing the proper use or enjoyment of the services, as determined by <https://jupitice.com> on a case-by-case basis.
- Any other valid reason deemed appropriate by <https://jupitice.com> after careful review and consideration.

While exceptions may be made in certain cases, they are at the sole discretion of <https://jupitice.com> and do not constitute a waiver of our policies or terms of service.

9. Customer Responsibilities:

9.1 Explanation of Customer Responsibilities: As a valued customer of <https://jupitice.com>, you play an essential role in ensuring a smooth return and refund process. To facilitate efficient and effective assistance, we kindly ask that you adhere to the following responsibilities:

- **Provide Accurate Information:** Please ensure that all information provided during the return and refund process is accurate and up-to-date. This includes your contact details, order information, and any relevant documentation. Providing accurate information helps us process your request promptly and accurately.
- **Cooperate with Customer Support:** Our customer support team is here to assist you throughout the return and refund process. We kindly request your cooperation and patience in providing any additional information or documentation requested by our team. Your cooperation enables us to address your concerns and resolve any issues in a timely manner.
- **Adhere to Policies and Procedures:** Please familiarize yourself with our return and refund policy, as well as any specific instructions or requirements outlined for your particular service(s). Adhering to our policies and procedures helps ensure a fair and consistent experience for all our customers.
- **Maintain Communication:** If you have any questions, concerns, or updates regarding your return or refund request, please don't hesitate to reach out to our customer support team. Maintaining open communication allows us to address any issues or queries promptly and effectively.

9.2 Conclusion: By fulfilling these responsibilities, you contribute to a positive experience for yourself and your fellow customers. We appreciate your cooperation and understanding as we work together to resolve any issues and ensure your satisfaction with our services.

10. Customer Support:

For assistance with any inquiries, concerns, or requests, please contact our customer support team using the following methods:

- **Email:** enquiry@jupitice.com
- **Phone:** +91-78884 90649

Hours of Operation: Our customer support team is available to assist you during the following hours:

- **Monday to Friday:** 9:00 AM to 6:00 PM (Local Time)

Expected Response Times: We strive to respond to all customer inquiries promptly and aim to provide assistance within the following timeframes:

- **Email Inquiries:** You can expect a response to your email inquiry within 24-48 hours during our regular business hours.

- **Phone Inquiries:** Our phone lines are staffed during our business hours, and you can expect to speak with a representative promptly upon calling.

11. Policy Changes:

11.1 Website's Right to Modify the Policy: <https://jupitice.com> reserves the right to modify, update, or amend the return and refund policy at any time without prior notice. Changes to the policy may be necessary to reflect updates in our services, legal requirements, or industry best practices. By continuing to use our services after any changes to the policy, you agree to be bound by the revised terms.

11.2 Notification Process for Customers: In the event of any changes to the return and refund policy, <https://jupitice.com>, will make reasonable efforts to notify customers of the updates. Notification may be provided through one or more of the following channels:

- **Email:** Customers may receive an email notification informing them of the policy changes and providing a summary of the updates.
- **Website Announcement:** A notice may be posted on our website's homepage or dedicated policy page to alert customers to the changes.
- **In-App or In-Service Notification:** For customers using our digital platforms or services, a notification may be displayed within the application or service interface.

It is your responsibility to review the updated policy periodically to stay informed of any changes. Continued use of our services following the posting of any modifications to the policy will constitute acceptance of those changes.

12. Force Majeure:

We shall not be considered in breach of guarantee or terms of Services and shall not be liable to Customers for any cessation, interruption, or delay in the performance of the obligations by reasons beyond Our Control including natural disasters, pandemics, fire, and Act of God, public enemy, famine, plague, an action of the court or public authority, change in law explosion, war, terrorism, armed conflict, labor strike, lockout, boycott or similar event beyond our reasonable control, whether foreseen or unforeseen.