

# URTECHMATE PVT. LTD.

## REFUND & CANCELLATION POLICY

BELOW IS THE REFUND AND CANCELLATION POLICY OF URTECHMATE PRIVATE, LTD. ("URTECHMATE"). BY ACCEPTING THE WARRANTY PLANS OR CONTINUING TO USE URTECHMATE SERVICE, YOU AGREE TO THE TERMS AND CONDITIONS OF REFUND POLICY LISTED BELOW.

### PLAN WISE REFUNDS RIGHTS

#### (A) For incident based plans

You can claim for refund for an incident based plan only if all of the below conditions are met:

1. You have completed all the prerequisites for the resolution of the problem. Below is a list of certain prerequisites. Please note such list is not exclusive.
  - a. Giving remote access to computer.
  - b. Connecting wires to right ports to make the device available and working to use.
  - c. Having proper electricity connection to facilitate regular connection with device.
  - d. Inserting CD's or requisite software's to resolve the problem.
  - e. Having legal software rights with you.
  - f. Ensuring hardware configuration matches with software's requirements.
  - g. Following the instructions as given by URTECHMATE technician.

- h. Not having malicious codes, bugs installed to stop the help.
  - i. Not violating any of the hardware or software related legal terms of use.
  - j. Allowing URTECHMATE technician to make changes in correct settings etc.
  - k. Not having any other infirmity which renders it impossible for URTECHMATE technician to proceed.
2. The same problem start resurfacing again with the same or higher magnitude within a period of 30 days and the second attempt to correct the problem within a period of 3 working days also goes futile.
3. The solution to the problem does not result in the out-of-scope activity (please also refer to exclusion of services clause in service agreement) and is still not solved. Some of the examples of the out of scope activities are as below. The below list is not exhaustive
- a. The problem is diagnosed with a hardware configuration which requires a change in hardware either because of its incompatibility or otherwise. Such new hardware unless purchased will not help in solving the problem.
  - b. The problem requires the customer to purchase a license. Unless such license is purchased, URTECHMATE will not be able to solve the problem.
  - c. The problem is for an out of scope activity as mentioned under the exclusion of service clause in the service agreement.

PLEASE NOTE THE ABOVE LIST IS NOT EXCLUSIVE AND IS ONLY FOR THE PURPOSE OF REFERENCE.

(B) For subscription based plans

For warranty based plans you are entitled to claim the full refund if not even a single issue is solved within a period of 3 days of subscription. You reserve the right to invoke this clause within a period of 5 days from the end of first service by writing email to

URTECHMATE at [support@urtechmate.com](mailto:support@urtechmate.com). Otherwise it will be assumed that at least one issue has been resolved.

In case at least one issue has been resolved, the fee for warranty will not be refundable except as mentioned below in the heading “*procedure and amount for refunds*”.

### PROCEDURE AND AMOUNT FOR REFUND

You must follow the procedure listed below to make a valid claim for refund.

Step 1: You must identify which problem is not solved.

Step 2: You must call at phone number +1 (844) 952-7269 or some other number as available on <http://www.urtechmate.com>, or given to you as a call back number for service to try to find out the solution for the same with the assistance of URTECHMATE Technician.

Step 3: In addition, you must write at [support@urtechmate.com](mailto:support@urtechmate.com) with the following details:

- a) The Invoice or ID number given to you at the time of sale.
- b) The reason for asking refund.
- c) Outlining the issue which was communicated earlier and not resolved.
- d) Reference of any attempt the technician made to rectify the issue but proved futile.

Step 4: You must allow a turnaround time of 2 working days from the date of such email to [support@urtechmate.com](mailto:support@urtechmate.com), and provide them the necessary facilities and infrastructure to resolve the issue.

Step 5: In case the issue is still not resolved, URTECHMATE may agree on the amount claimed for refund after deduction of necessary charges for servicing to customer.

However, the amount claimed for refund by you should in no case be more than the amount mentioned as per the table below:

Issues Solved	Maximum Claim for Refund
No issue solved in 3 days of sale.	100% of Plan.
At least 1 issue solved.	Warranty activated and no refund applicable.
Warranty activated and URTECHMATE fails to resolve any subsequent issue raised by the customer.	Full amount of " <u>Warranty support for 1 year</u> " as per invoice (However activation fee would be non-refundable) .
Warranty activated and URTECHMATE resolves at least 1 further issue and fail to resolve subsequent issue.	50% of amount of " <u>Warranty support for 1 year</u> " as per invoice (However activation fee would be non-refundable) .
Warranty activated and URTECHMATE resolves at least 2 further issues and fail to resolve subsequent issue.	25% of amount of " <u>Warranty support for 1 year</u> " as per invoice (However activation fee would be non-refundable).
URTECHMATE resolves at least 3 further issues and fail to resolve subsequent issue.	10% of amount of " <u>Warranty support for 1 year</u> " as per invoice (However activation fee would be non-refundable) .
URTECHMATE resolves at least 4 further issues solved.	No amount is refundable.

YOU, HEREBY, AGREE THAT YOU WILL FOLLOW THE ABOVE PROCESS TO CLAIM REFUND AND WILL NOT INVOKE ANY DIRECT CHARGEBACK WITH THE BANK. WITHOUT FIRST COMPLETING THE ABOVE PROCEDURE IN ORDER TO PROVIDE A REASONABLE OPPORTUNITY TO URTECHMATE TO RESOLVE THE ISSUE.

YOU ALSO AGREE THAT IN CASE YOU HAVE ALREADY MADE A CHARGEBACK DIRECTLY WITH BANK, DUE TO IGNORANCE, YOU WILL WITHDRAW IT WHEREVER URTECHMATE AGREES BY EMAIL TO GRANT A REFUND AN AMOUNT EQUAL TO MAXIMUM LIMIT AS PER SLABS MENTIONED ABOVE.

You have fully read, understood, and agreed to the refund and cancellation policy. By clicking the payment button on the website or by putting a tick box against “I have read and agree to Refund Policy” on the payment page <http://www.URTECHMATE.com> website you hold yourself responsible for all charges agreed upon in terms of the service plan selected by you. You agree to pay the credit card company ALL the charges/fee incurred for the services rendered by ‘URTECHMATE’ and will not dispute or claim any refund with the credit card company.

**Agreed and accepted by YOU and URTECHMATE.**

For URTECHMATE PRIVATE LTD. (“URTECHMATE”)

**You**

(Electronic signature by checking the box against “*I have read and agree to Refund Policy*” in our website before proceeding for pay for transaction.)