

## CANCELLATION AND REFUND POLICY

Blu Ultraband Internet Services, Blu Ultraband Internet Services Private Limited, BluWiFi Internet Services Private Limited (hereinafter collectively referred as “BLUIS” or “BluWiFi”) believes in helping its customers as far as possible, and has therefore a liberal cancellation policy. Under this policy:

- Cancellations will be considered only if the request is made within 72 hours of placing an order. However, the cancellation request will not be entertained if the orders have been communicated to the vendors/merchants and they have initiated the process of shipping them.
- There is no cancellation of orders placed under the Same Day Delivery category.
- No cancellations are entertained for those products that the customer has purchased/subscribed on special occasions like Pongal, Diwali and Valentine’s Day etc. These are limited occasion offers and therefore cancellations are not possible.
- No cancellations are entertained for special price products/services or discounted products/services. If any discount is offered at a later date on account of products/services, after the invoices have been raised or products/services have been delivered, it shall be deemed that the products/services have been accepted in full and no cancellation shall be entertained.
- No cancellations / refunds are entertained for one-time charges, registration charges or any installation charges received by us.
- BLUIS does not accept cancellation requests for service that have already been delivered. However, repair/replacement/refund proportionate to the undelivered period of services, in the same order, can be made if the customer establishes that the quality of service delivered is not good. Upon being satisfied with customer claim, BLUIS shall endeavor to deliver an extended service or repair/replace the faulty product in line with the manufacturer RMA/warranty/repair/replacement terms before considering a cash refund.
- In case BLUIS has accepted to take up a refund/replacement claim from the customer, the customer shall ensure that the products delivered shall be returned by the customer along with the termination letter, without any tampering/damage of hardware/damage of software and in proper working condition, failing which BLUIS shall ask the customer to pay the market value of such damaged goods.
- For the purpose of calculation of undelivered period of service, the following rules shall be used:
  1. **Where 3<sup>rd</sup> Party Bundled Services / Free Services are involved:** Market value of such services shall be considered and such value deducted from the subscription fees received and a gross value arrived at for further computation of unused portion of services.
    - a. **For Time based services:** Unused time shall be proportionately calculated from the date of termination notice received by us, from you, in writing by post, till the expiry period of most recent subscription for which the refund is being claimed.
    - b. **For Volume based services:** Unused Volume of service shall be proportionately calculated from the date of termination notice received by us, from you, in writing by post, till the expiry period of most recent subscription for which the refund is being claimed.
    - c. **For Time and Volume based Services:** Unused volume and Unused Time shall be proportionately calculated, from the date of termination notice received by us, from you, in writing by post, till the expiry period of most recent subscription for which the refund is being claimed and the lower of refund value be considered for refund.
    - d. **Return of Equipment:** To be eligible for refund the customer must return in good working condition the products supplied by us along with the termination notice. Date of termination notice shall be deemed as the later date of, date on which the products have been returned in good and proper working condition or date on which the termination notice is received by us in writing by post.
- In case of receipt of damaged or defective consumer durable items and non durable items like modems etc, please report the same to our Customer Service team. The request will, however, be entertained once the merchant has checked and determined the same at his own end. This should be reported within 72 hours of receipt of the products. For software products, the matter should be reported within 72 days.
- In case you feel that the product received is not as shown on the site or as per your expectations, you must bring it to the notice of our customer service within 24 hours of receiving the product. The Customer Service Team after looking into your complaint will take an appropriate decision.

- In case of complaints regarding products that come with a warranty from manufacturers or where BLUIS has specifically mentioned that warranty should be availed from a different vendor, please refer the issue to them.
- BLUIS may bundle 3<sup>rd</sup> party products for delivery of service. Non-Performance and Warranty of such products shall not be the scope of BLUIS. Subscription services rendered by BLUIS shall not be linked by customer to such products or any products or services supplied free of cost.

When you buy our products/services, your purchase is covered by our 72-Hour money-back guarantee. If you are, for any reason, not entirely happy with your purchase, we will cheerfully issue a full refund. To request a refund, simply send an email to [services@bluwifi.in](mailto:services@bluwifi.in) with your purchase details within 72 Hours of your purchase. Please include your order number (sent to you via email after ordering) and optionally tell us why you're requesting a refund – we take customer feedback very seriously and use it to constantly improve our products and quality of service. Refunds are not being provided for services delivered in full such as installation service and provided knowledge base hosting service. Refunds are being processed within 21 days period.