

## **REFUND AND CHARGEBACK POLICY**

**Effective Date:** 23<sup>rd</sup> December 2024

**Last Updated:** 23<sup>rd</sup> December 2024

This Refund and Chargeback Policy ("Policy") applies to all transactions processed through **TERREM** the ("Platform"). By using our services, you agree to comply with the terms outlined below. This Policy is intended to provide transparency regarding refund eligibility, cancellations, and our process for addressing chargeback claims.

### **1. General Terms of Refund Eligibility**

- 1.1 **Non-Refundable Services and Products:** Certain services, including but not limited to **KYC fees, document purchases**, are non-refundable. Any service explicitly marked as non-refundable on TERREM shall not be eligible for a refund once processed.
- 1.2 **Eligibility for Refunds:** Refunds may be issued at the sole discretion of TERREM in the event of accidental duplicate payments, overcharges, or proven technical errors that prevented successful delivery of purchased services. Users must provide relevant transaction information and supporting documentation within the specified timeframes (see Section 4).
- 1.3 **Fraudulent Claims:** Any claim found to be fraudulent or filed with the intent to deceive or abuse the refund process will result in a denial of the refund, account suspension, and may be reported to authorities for legal action.

### **2. Cancellation Policy**

- 2.1 **Cancellation of Subscriptions or Services:** Users may stop using our services according to the terms of use provided in each service's respective agreement. In cases of eligible cancellations, pro-rated refunds may be offered based on the terms specified at the time of purchase.
- 2.2 **Non-Cancellable Services:** Certain services are non-cancellable once they have been initiated, including **[KYC verification, documents purchase.]**. Users should review service-specific terms before initiating any transaction on TERREM.

### **3. Chargeback Policy and Dispute Resolution**

- 3.1 **Chargeback Fraud Prevention:** TERREM takes chargeback fraud seriously. Users agree to contact TERREM directly to resolve any concerns about a transaction before initiating a chargeback with their bank or payment provider. We reserve the right to dispute any chargeback filed without prior contact.
- 3.2 **Dispute Submission:** Users must submit any dispute regarding unauthorized or incorrect charges to TERREM's support team via **[support@alphaterra.in]** within **[7 Days]** of the transaction date. We will investigate all legitimate claims and, if necessary, issue a refund in accordance with the terms of this Policy.
- 3.3 **Chargeback Processing Fee:** Users who initiate a chargeback without prior notification may be subject to a **chargeback processing fee of ₹500** to cover administrative costs. This fee will be deducted from any refundable amount, if applicable.

**3.4 Repeat Chargeback Abuse:** Any user found to repeatedly engage in chargeback fraud, also known as "friendly fraud," may have their account terminated, access to services revoked, and be subject to legal action. We reserve the right to place such users on a blacklist, preventing future transactions.

#### **4. Refund and Chargeback Timeline**

**4.1 Timeframes for Refund Requests:** Refund requests must be submitted within **[7 days]** of the transaction. Requests made after this period may not be eligible for consideration.

**4.2 Chargeback Dispute Response:** Upon receiving a chargeback notification from the user's bank or payment provider, TERREM will provide the bank with all relevant documentation, including transaction records, Terms of Service agreements, and proof of service delivery, to challenge the dispute if deemed unwarranted.

**4.3 Resolution Timeline:** Refund processing may take up to **[10-15 business days]** from the date of approval, depending on the financial institution. Chargeback disputes may require an additional **[15-20 Business days]** to reach a resolution with the payment provider.

#### **5. Evidence Required for Chargeback Disputes**

**5.1 Proof of Service Delivery:** In the event of a chargeback, TERREM will submit all records demonstrating service delivery, including but not limited to digital receipts, proof of purchase, terms of service acknowledgment, IP addresses, and user confirmations.

**5.2 Verification of User Identity:** For disputed payments, TERREM may use KYC records, government-issued ID verification, and user-initiated account activity logs as evidence of user authentication and intent to use TERREM's services.

**5.3 Transaction Records:** Detailed logs of transaction history, including transaction amount, time, and user agreement to Terms of Service, will be provided to counter unauthorized chargeback claims.

#### **6. Refund Process**

**6.1 Initiating a Refund Request:** Users may request a refund through **[refunds@alphaterra.in]**. Refund eligibility will be assessed based on the nature of the transaction and the supporting documentation provided.

**6.2 Refund to Original Payment Method:** Approved refunds will be processed back to the original payment method used by the user at the time of transaction. Alternate refund methods will not be entertained unless the original method is no longer available.

#### **7. Amendments to This Policy**

TERREM reserves the right to update or modify this Policy at any time, with such changes being effective immediately upon posting on TERREM. Users are encouraged to review this Policy regularly. Continued use of TERREM following changes constitutes acceptance of the revised terms.