

## OTERRI- REFUND AND PAYMENT POLICY

### OBJECTIVE AND SCOPE

The focus of MKS Oterri Private Limited (“**Oterri**”) is complete customer satisfaction. Oterri hopes that its Customers (*as defined below*) shall not face any issue for the services booked by them through the Oterri portal (“**Oterri Services**”). However, in the event that a Customer is displeased with the Oterri Services procured from Oterri, the Customer can report such an issue on the Oterri portal within 2 days and claim for a refund. The Customers shall be required to specify in detail, their reasons for dissatisfaction with the Oterri Services procured. All such reported issues will be evaluated by Oterri on a case-to-case basis. Pursuant to such evaluation and at the sole discretion of Oterri, Oterri shall inform the Customers of their eligibility to receive a refund or not. Thus, this refund and payment policy (“**Policy**”) of Oterri lays down the eligibility of a Customer for claiming a refund, the process and its exceptions.

### DEFINITIONS

“**Customer**” shall mean all persons procuring any of the Oterri Services provided by Oterri.

#### 1. ELIGIBILITY FOR REFUND

- 1.1. This Policy is applicable only through the Oterri portal or by the **Customer Support team**. Refunds are not applicable for Oterri Services already availed.
- 1.2. When the Customer reports an issue on the Oterri portal, Oterri first tries to provide an ideal solution to the issue faced by the Customer. The issue is then further reported to **Customer Support team**. The **Customer Support team** shall then thoroughly investigate such an issue reported by the Customer and based on the **Customer Support team** investigation, the Customer will be informed whether they shall receive a refund from Oterri. A refund shall be initiated only in circumstances when an ideal solution cannot be provided to the Customer in order to solve their issue.
- 1.3. While investigating the issue reported by the Customer, the **Customer Support team** checks for soundness and validity of each case, applying different conditions to it. A Customer may be eligible to receive a refund only if the following conditions are satisfied:
  - 1.3.1. the issue reported by the Customer is beyond the scope of fixing;
  - 1.3.2. the Customer has not violated the payment terms specified in the terms and conditions applicable to the Customer’s use of the Oterri Services;
  - 1.3.3. the reasons specified by the Customer shall be valid/rational/realistic enough to qualify for refund; and
  - 1.3.4. the Customer has presented all valid proofs and evidence surfacing their refund claim.

#### 2. REFUND PROCESS

- 2.1. Pre-Refund: The Customer can submit a request for a refund or a general complaint about the service procured by the Customer at [www.oterri.com](http://www.oterri.com) within 3 (Three) days of encountering an issue.
- 2.2. Transaction: Upon acceptance of a refund claim by Oterri, such refund will be initiated and will be received by the Customer within 15 (Fifteen) business days, after communication of such acceptance of a claim. It will solely be the responsibility of the

Customer to pay or bear any fees or losses in this process.

- 2.3. Refund Processing by Banks: The refund process is handled by the respective banks or payment gateways used by the user during the booking process. Once Oterri initiates the refund, it is subject to the processing time of the Customer's bank. Oterri has no control over the exact timeline for the refund to reflect in the Customer's account as it depends on the bank's refund cycles.

### **3. FALSE REPORTS**

Oterri investigates each issue reported by the Customers. Providing inaccurate information about the Oterri Services procured or the experience when disputing fees or charges violates this Policy and may result in the Customer's request being denied and / or account being deactivated.

### **4. DETERMINATION OF REFUNDS**

In certain exceptional cases, such as bus service disruptions, natural disasters, road disruptions or any other unforeseen circumstances, Oterri reserves the right to determine refunds due to the Customers are affected by such circumstances.

### **5. CUSTOMER SUPPORT**

If Customers have any queries or concerns regarding their refund, they can contact the Customer support team through the Oterri portal or via the provided contact information. The support team will assist the Customers in resolving any refund-related issues and provide the necessary guidance.

### **6. AMENDMENTS**

Oterri may at any time, without notice to the Customers and in its sole discretion, amend this policy periodically. Customers are expected to check this Policy from time to time for any such updates. For more information on this Policy, Customers shall contact Oterri at [support@oterri.com](mailto:support@oterri.com).