

REFUNDS AND CANCELLATION POLICY

We thank you and appreciate your use of the website/platform. Please read the policy, conditions and process carefully as they will give you important information and guidelines about your rights and obligations as our customer, concerning any purchase or order you make through us. The policy concerning the processing of the cancellation and refund, shall be following the clauses as set forth:

1. Cancellation and Return Criteria

Upon you placing an order with us on/through the platform, the Company shall undertake to manually check the manufacturability of the design you have requested for in terms of the size and other specifications as provided by you through our experts or through any other professionals who may be associated with our platform.

Based on such inspection undertaken by the Company, the Company shall provide you with a final acceptance or modifications to the design you have provided. The Company shall also provide on the reasons for the modifications based on which, you may choose to rework and redesign the product based on the specifications provided by the Company.

The Company shall be entitled at its discretion to cancel your Order you have placed through the platform while your submission of the design based on the manufacturability issues or such other similar factors.

The reasons for cancellation can be, including but not limited to, the infeasibility of the model, an infringing feature of your product, unavailability of the manufacturing partner or the destination of the delivery you indicated in your order et al.

Note, in case of a cancellation by the Company due to any of the above-mentioned reasons or such other reasons under this Clause, the Company shall initiate partial or entire order based on the

stage of development of the product/order you have placed with the Company through the Platform, the Company shall contact you via email.

Kindly note that you as a User of the Platform shall not be entitled to place a cancellation request as the products that are manufactured/ordered are based on the specifications and designs provided by you to the Company. Order Cancellation shall not be entertained on your change of mind or due to any other reasons, the order cannot be cancelled. In such a case, the Company shall not initiate any refund towards the order you have placed with us on the platform and further shall refuse to undertake any additional changes or redesigned products.

The Company at its sole discretion may cancel any order(s):

- a. if it suspects a User has undertaken a fraudulent transaction, or
- b. if it suspects a User has undertaken a transaction which is not following the Terms of Use, or
- c. in case of unavailability of a service, or
- d. for any reason outside the control of the Company including causes for delivery related logistical difficulties.
- e. if the Company does not want to do business with the User

Further, while all measures are taken to ensure accuracy of service specifications and pricing, the details of the product as reflected on the platform may be inaccurate due to technical issues, typographical errors or incorrect service information provided to the Company by a manufacturing partner and in such an event you shall be notified as soon as such error comes to the notice of the Company. In such event, the Company reserves the right to cancel your order and refund any money that may have been paid by you towards the purchase of such services or can provide the same package that is bought by you.

We maintain a negative list of all fraudulent transactions and non-complying users and reserve the right to deny access to such users at any time or cancel any orders placed by them in future.

The Company under no circumstances provides for a return or replacement of the product/order manufactured or delivered to you. Further, the Products manufactured/ordered and delivered to you are based on customisation provided by you. However, as a valuable customer, the Company may at its discretion provide for a reproduction of the part depending on the service feedback received you're your end and may provide any may charge any additional sum towards the same at its discretion.

2. PROCESSING OF REFUND

The Company shall process any refunds that may be agreed by the Company and credit the same to the Bank details provided by you within 15 business days after deducting the necessary charges.

If you have any questions about this Policy or any other policy, the practices of the Platform, or your experience with the Service or the product purchased, you can contact us at support@custiv.com