

Refund Policy for Gaining Access to the Additional Functions of <https://dinolab.in>

1. General provisions

1.1. This Policy regulates the relationship between Dinolab Private Limited Company (CIN U80902UP2021PTC139997) (hereinafter, **Dinolab**) and the User, which arise from refunding the amount paid by the User for gaining the ability to use the additional functions (hereinafter, **Additional Functions**) of <https://dinolab.in> (hereinafter, **Website**) in cases where the User wishes to discontinue their ability to use the Additional Functions of the Website.

2. Terms of refund

2.1. Any amount paid by the User in accordance with the [Terms of Service](#) shall be refunded in the following cases:

2.1.1. The User made the payment in error, provided that the User notified Dinolab of such payment and the payment amount has been transferred to the bank account of Dinolab;

2.1.2. The User wishes to discontinue automatic payments normally done on a recurring basis;

2.1.3. The User wishes to waive the right to use the Additional Functions in other cases provided for by this Policy and shall be governed by and construed in accordance with Indian Laws/Act of Parliament.

2.2. If the User made the payment in error, notified Dinolab of such payment, and the payment amount has been transferred to the bank account of Dinolab, the User shall receive a full refund for the corresponding paid period.

The corresponding period (the corresponding paid period) within the text of this Policy refers to the time period for which the User acquires the right to use the Additional Functions in accordance with the information provided in the relevant section of the Website.

2.3. If the User wishes to discontinue their access to the Additional Functions granted by Dinolab on a pre-paid basis, provided that they express such wish within 30 (thirty) calendar days from the withdrawal of the latest automatic payment, the User shall receive a full refund for the corresponding paid period.

2.4. If the User wishes to discontinue their access to the Additional Functions granted by Dinolab on a pre-paid basis after 30 (thirty) calendar days (from the moment of withdrawal of the latest payment before the moment of expressing their wish to discontinue the access), the User shall not receive a refund.

2.5. If the User wishes to discontinue their access to the Additional Functions with no particular grounds (if they are no longer interested in having access to the Additional Functions) within 30 (thirty) calendar days from the moment of making the payment, the User shall receive a full refund for the corresponding paid period. If the User fails to express their wish to discontinue their access to the Additional Functions within the specified term, the User shall not receive a refund.

3. Refund procedure

3.1. Should a User wish to receive a refund, they shall notify Dinolab in writing of their request to discontinue the access to the Additional Functions of the Website. Such notification shall include the User's full name, the titles of the Additional Functions in question, the request to be

refunded and the grounds for such a request. The notification shall be submitted via email to the following address: support@dinolab.in.

3.2. Dinolab shall process the request within 7 (seven) business days from the day of receiving the notification submitted by the User in the manner described in Clause 3.1 hereof.

3.3. If Dinolab approve the refund, the User shall receive the refund within 7 (seven) business days from the day of approving the refund; full amount shall be transferred by the same means and to the same account, from which it was originally paid. The refund amount cannot be paid in cash. Dinolab shall not be liable for any delays in lodging the refund amount to the User's bank account. The User understands and agrees that the term of lodging the refund amount may vary as per the terms, policies and procedures established by their bank.

3.4. If the grounds for the refund provided by the User are deemed insufficient, invalid or absent, Dinolab shall notify the User within 7 (seven) business days from the day of establishing this fact in the same manner and using the same channel, which the User submitted their request through.

4. Other provisions

4.1. All Users' questions in relation to refunds for discontinuing access to the Additional Functions of the Website may be submitted via email to the following address: support@dinolab.in.

4.2. Dinolab will in no way be liable for any direct, indirect, incidental, special or consequential damages, resulting from use or inability to use the website or for the cost of procurement of substitute products or resulting from any products purchased or obtained or messages received or transactions entered into through the website or resulting from unauthorized access to or alteration of your transmissions or data or of any information contained on this website, including but not limited to, damages for loss of profits, use, data or other intangible, even if we have been advised of the possibility of such damages.

4.3. All issues that are not regulated by this Policy shall be regulated as per the [Terms of Service](#) and shall be governed by and construed in accordance with Indian Laws/Act of Parliament.