

# Return/Refund & Cancellation Policy

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## OVERVIEW

Thanks for making payment at [www.samatabhratrumandal.com](http://www.samatabhratrumandal.com).

Welcome to Samata Bhratru Mandal ([www.samatabhratrumandal.com](http://www.samatabhratrumandal.com)), your personal matchmaking platform as a service defined as a matrimony search. This Agreement sets out the legally binding terms for your use of the Site and membership. This Agreement may be modified by Samata Bhratru Mandal from time to time. The membership and rights of admissions are reserved.

This Terms of Use is published in accordance with the provisions of Rule 3 (1) of the Information Technology (Intermediaries Guidelines) Rules, 2011.

Samata Bhratru Mandal is a social firm providing services to Leva Patil Community people for matchmaking alliances and replaces the traditional newspaper classified. The platform developed is for the personal use of individual members to advertise and promote their profiles for the purpose of finding relevant matches and cannot be used in connection with any commercial endeavors.

This platform is a serious matchmaking platform to seek a life partner and is not a casual dating site. Access to the Samata Bhratru Mandal website or android for registering your profile is free. However, we offer Premium Memberships wherein one can promote his/her Profile on various Samata Bhratru Mandal properties such as Premium Interest Wall, Inbox, Search Results, video chat, etc.

## ELIGIBILITY

To register as a member of Samata Bhratru Mandal or use this website or mobile application, you must be legally competent and of legal marriageable age as per the laws of India (currently, 18 years or over for females and 21 years or over for males).

## ACCOUNT SECURITY

You are responsible for maintaining the confidentiality of your login credentials you designate during the registration process, and you are solely responsible for all activities that occur under your account. You agree to immediately notify us of any disclosure or unauthorized use of your account or any other breach of security, and ensure that you log out from your account at the end of each session.

## RETURNS

Samata Bhratru Mandal (Pimpri-Chinchwad) will NOT refund ANY payment to ANY member for ANY reason whatsoever EXCEPT in the case of error on Samata Bhratru Mandal part.

Please read the full terms for our refund policy below. Agreeing to our terms and conditions when you create an account with Samata Bhratru Mandal means you agree to our refund policy.

Payment done towards lifetime membership cannot be refunded as it is a lifetime membership. **REFUNDS** are **NOT** permitted for members have paid in full and then wish to take a discounted offer or promotion instead. You may **NOT** cancel your membership to buy a cheaper deal, as your IP address is recorded and we reserve the right to ban your account on this basis.

For services related to matrimony subscription fees can't be revised and it is valid for 1 year from the date of purchase.

Samata Bhratru Mandal will not refund any member who has decided that they no longer wish to use Samata Bhratru Mandal. A refund can **NOT** be given in part or whole for any subscription used or not used by any member for whatever reason. Users who wish to cancel their subscription are not permitted to seek a partial or full refund for any reason.

If you do not wish to be billed again after your initial purchase, you must **CANCEL** your membership prior to the scheduled re-bill date. If your membership is not cancelled before then, we reserve the right **NOT** to refund you on payments made to us due to your mistake.

## **CANCELLATION POLICY**

Services taken for membership cannot be cancelled and no refund is issued for the same. Once the services are registered, it cannot be cancelled at any point of time.

For Vadhu Var suchi courier shipping you will be responsible for paying for your own shipping costs.

Shipping costs are non-refundable.

## **POLICY**

Please pay attention to the following rules which if broken, will result in a **PERMANENT BAN** from the Samata Bhratru Mandal site **WITHOUT A REFUND**:

- Anyone found to be using the Samata Bhratru Mandal website under the age of 18 will be banned immediately without refund and your IP address will also be banned.
- You have registered as a member of Samata Bhratru Mandal solely for the purpose of finding a spouse OR you are a parent/wali who has registered on behalf of their child **WITH THEIR PERMISSION**. You may not assign or otherwise transfer your account to any other person or entity.
- You commit to keep all information provided to you by other members of Samata Bhratru Mandal private and confidential and you will obtain the permission of the member who provided it to you prior to sharing it with a third party.
- You will not request money, or any other form of financial assistance, from any member that you meet on this site – any attempt to do so may result in your details being shared with legal teams, lawyers, the Police or any other Government or legal bodies for the purpose of an

investigation.

- You will not send money or any form of financial asset to any other member that you meet on this site– any attempt to do so may result in your details being shared with legal teams, lawyers, the Police or any other Government or legal bodies for the purpose of an investigation.
- You will not organize and will not participate in any funds transfer or any asset transfer arrangement organized by any member you meet on this site– any attempt to do so may result in your details being shared with legal teams, lawyers, the Police or any other Government or legal bodies for the purpose of an investigation.
- You will not load or distribute any virus or software which may harm the site or any of its users.
- You will not create multiple user accounts for yourself.
- You will not post in your profile or communicate through any conversations vulgar material, pictures or content of an Un-Islamic nature.
- You will not post in your profile or communicate through any conversations any material promoting harmful or criminal thoughts, intent or action.
- You will not post in your profile or communicate through any conversations any form of harassment, sexual or otherwise, racism, bigotry, violence, invasion of privacy, suggesting, engaging in or enticing other to commit any illegal or immoral acts. Such actions can be followed up and prosecuted as necessary.
- You will not send to any member unsolicited mass mailings, junk mail, spam mail and chain letters, nor will you send any business information with the intent to engage or sell to other members including asking members to sign up to other websites or any other medium for products and services.
- You will not engage in gathering personal information such as email addresses, telephone numbers, addresses, financial information or any other kind of information of our members.
- Profiles are approved within 24 hours and any profiles deemed suspicious or fraudulent will be rejected immediately with a permanent ban.
- Abuse to staff will **NOT** be tolerated in any way, shape or form, and will result in a permanent ban without refund.
- You agree to include **FACTUAL** information about yourself which is a **TRUE and ACCURATE** representation of yourself. You may **NOT** use fake pictures (actors, actresses, models or any person who is not the actual member.) and any other misleading or untruthful personal information, such as incorrect full names, misrepresented real age, location, country of residence, country of origin, religion, height, weight, and any other item of personal description can result in a permanent ban without refund.
- Any member found to be trying to find ways to evade using our site conversation area and trying to post their personal details to take conversations off the site will be banned without refund.
- Any member requesting to take conversations off the Samata Bhratru Mandal website when compatibility has not been established can be subject to a permanent ban without refund.
- Please note that ALL members of Samata Bhratru Mandal – whether free or paid **MUST** adhere to the rules mentioned herein these terms and conditions. Failure to do so can result in a ban without refund.
- It is **YOUR** responsibility to **CANCEL** your membership or subscription when you are no longer interested in being a member of Samata Bhratru Mandal. Samata Bhratru Mandal will

**NOT** refund any members who have failed to do so.

- A refund can NOT be given on the basis of members choosing not to correspond with you. Reasons for members failing to contact you include: poorly written profile, personal preferences and wants do not match yours, your profile may not be appealing to others, your personal circumstances may mean your profile is not of interest to others etc. This is by no means an exhaustive list, but in all such occasions, you **CANNOT** be refunded.
- It is **YOUR** responsibility to communicate with members in a polite, respectful manner. Rude, offensive, filthy, disgusting or vulgar messages or any other inappropriate messages will result in a permanent ban without refund.

## CONTACT US

If you have any questions related to any issue, please contact us at [www.samatabhratrumandal.com](http://www.samatabhratrumandal.com) more write us on [samatabhratrumandal@gmail.com](mailto:samatabhratrumandal@gmail.com)

**Samata Bhratru Mandal (Pimpri-Chinchwad)**

**Contact: 02071173733**

**Address: Trimurti society, Triveninagar, Nigdi, Pune 411062**

**Email: [samatabhratrumandal@gmail.com](mailto:samatabhratrumandal@gmail.com), [info@samatabhratrumandal.com](mailto:info@samatabhratrumandal.com)**

## OTHER

By becoming a lifetime member or matrimony member of Samata Bhratru Mandal and/or using the Services of the Site, you unconditionally and irrevocably confirm that you have read and understood the above provisions and agree to abide by them. If you are not agreeing to any of the above terms and conditions please refrain yourself from registering on the Site.

This Agreement is an electronic document in terms of the Information Technology Act, 2000 and Rules there under pertaining to electronic records as applicable and amended. This electronic record is generated by a computer system and does not require any physical or digital signatures.

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**End**