

## PAYMENT RELATED FAQ's:

### 1. Is this a free website/app?

ANS: No, three-month free trial period is provided and then we charge an annual subscription fee.

### 2. When should I make the payment?

ANS: User can make the payment before or on the 90th day of the trial period of one month.

When the trial period of 90 days is over, you are expected to make the payment within 15 days from the expiry of trial period to avail our services. You will be provided with extra buffer time of 15 days where your listing will still be visible and after 15<sup>th</sup> day it will not be visible.

### 3. What happens if I do not make the payment within 15 days after the expiry of the trial period?

ANS: In case you are a user who have uploaded summaries:

Your Summaries will be visible for public viewing for another **15 days' grace** period, post that your information will not be made visible to public. Your Information will be saved in our backup server for 30 days. You can retrieve that information by making the payment after 30 days from trial period (this includes the 15 days of grace period). After 30 days your information (except for your phone number and email id) will be completely deleted from the server and you have to upload details again and also make the payment immediately as your trial period would have expired.

In case you are a user who wants to access summaries.

ANS: You will be given another **15 days' grace** period to make the payment. Your profile Information will be saved in our backup server for 30 days. You can retrieve that information by making the payment after 30 days from trial period (this includes the 15 days of grace period). After 30 days your information (except for your phone number and email id) will be completely deleted from the server and you have to upload details again and also make the payment immediately as your trial period would have expired.

### 4. What is the mode of payment?

ANS: Our dedicated payment gateway partner is CC avenue for domestic(India) and PayPal for international. You can make payment using the options provided by CC avenue/Paypal.

### 5. What if I do not have net banking/debit/credit card?

ANS: We accept only online payments.

**6. Is cash accepted as a mode of payment?**

ANS: No, we only accept online or cashless transactions.

**7. What are the details to be submitted for making payment? Domestic and international.**

ANS: You are required to provide relevant bank details.

**8. What payment gateway is Scroobles using? Is it Secured?**

ANS: CC avenue and PayPal are both secured payment gateways adopted by various big companies and brands.

**9. Is there any refund or cancellation policy?**

ANS: No, payment once made will not be refunded. If there is any payment or technical glitch, like extra amount paid to us, the extra amount will be refunded. You can contact us through the feedback form provided in home page with the necessary relevant details like bank account details, proof of extra amount paid.

**10. Will I get invoice for the payment made?**

ANS: Yes, you will receive the invoice through mail.

**11. Does the annual subscription fee (one-time payment) include the necessary charges and taxes?**

ANS: No, it is exclusive.