

**Refunds/Cancellations Policy:**

At Bombay Metrics Supply Chain Ltd, we strive to ensure a satisfactory experience for our users.

Please review our policy regarding refunds and cancellations:

**Refund Policy:** Refunds for transactions conducted on our platform are subject to the terms specified in the Trade Assurance Policy and individual agreements between the parties. If you are not satisfied with a transaction, you may request a refund within the specified timeframe which is 15 working days and according to the conditions outlined in the relevant agreement. Refunds will be processed promptly, and the amount refunded will depend on the nature of the transaction and any applicable fees or deductions.

**Cancellation Policy:** Cancellation of transactions must be communicated in accordance with the terms outlined in the User Agreement and Trade Assurance Policy. Depending on the nature of the transaction and the stage at which it is cancelled, certain fees or penalties may apply. We encourage users to review the terms and conditions of each transaction carefully before proceeding to avoid any misunderstandings or disputes.

**Contact Information:** For inquiries regarding refunds or cancellations, users may contact our customer service team. Our support staff is available to assist you with any questions or concerns you may have regarding transactions, refunds, cancellations, or any other aspect of your experience on our platform. You can reach us by phone, email, or through the messaging feature on the platform, and we will respond to your inquiries promptly and professionally.

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