

CANCELLATION AND REFUND

This Cancellation and Refund Policy explains how Meta Materials Circular Markets Private Limited (hereinafter referred to as “We”, “Us”, “Our” or “MMCM”, in so far as the context may so require) handles personal information that we collect online, through websites and applications (apps) and through our offline communications with you. This Cancellation and Refund Policy does not apply to information collected from residents of countries other than India, or to third-party websites to which MMCM may link. Please read this Cancellation and Refund Policy before using the MMCM Services or submitting personal information to us. While personal data or information is the cornerstone of our ability to provide superior service, our most important asset is our customers' trust. Keeping customer information secure and using it as our customers may so allow, is a top priority for us at MMCM. This Cancellation and Refund Policy covers inter alia, the type of personal information and purpose for which MMCM collects and processes your personal information on MMCM websites, platforms, servers, online marketplace and applications (together "MMCM Services"). Your use of MMCM Services are subject to this Cancellation and Refund Policy and the Terms of Use.

A. ORDER CANCELLATION

1. MMCM shall provide you with electronic access, through your computer or other electronic device including Mobile Phones (collectively "Electronic Device"), to the Services, including but not limited to the provision of information with respect to certain Commodities ("Information") through the Site by means of an order matching system or multiple bidding system which includes inter alia all activities pertaining to order management such as accepting and capturing of an order/bid, validation, order/bid modification or cancellation, order/bid confirmation and other related activities ("System"), value added services including but not limited to market watch / View all offers, research reports, stock statements and transaction summaries, through the services of an unaffiliated Internet service provider (the "Provider") by you and the ability to communicate electronically with MMCM ("E-mail"), depending upon which category of User you are. MMCM may at its sole and absolute discretion, cancel or change any or all the Services or registration instructions in any manner whatsoever at any time or introduce additional Services from time to time, upon printed or electronic notice. Your continued use of the Services following any changes or introduction of new Services will constitute your acceptance, ratification and confirmation of such changes. You agree not to attempt to connect to the Site, to use the Services or to view any of the Information if you do not agree to the terms of this Agreement.
2. With the offering of sell and buy order placement, MMCM offers to cancel the placed sell offer and the buy orders before their expiry or allocation by

the seller.

3. On cancellation of buy order / bid, the margin blocked will be released and will be available in the user's available balance. With the available balance user can further trade.

B. DEPOSIT/WITHDRAWAL & TRANSFER OF FUNDS:

1. Registered Buyers and Sellers are required to deposit funds for margin or sale proceeds with MMCM through RTGS/NEFT, payment gateway, or electronic fund transfer into the settlement account.
2. MMCM will acknowledge only those fund balances that are available in the MMCM settlement account and have been received from Participants using the provided payment methods.
3. Bidders should inform MMCM about fund transfers through the funds withdrawal module on digiely.com, following the prescribed procedures set by MMCM.
4. Participation in the trade process is contingent upon the availability of the requisite Earnest Money Deposit (EMD) in the EMD Account of the Participant with MMCM.
5. Withdrawal requests for the free funds balance in the Participant's MMCM settlement account can be submitted online through the Funds Withdrawal module.
6. Refund requests for the free funds which are available after bid cancellation / knock off bid or excess funds after successful trade can be raised through funds withdrawal module.
7. Requests for the withdrawal of funds from the Settlement account will be processed within 5 bank working days.