

# SHOTBOX Refund and Returns Policy

Effective Date: 11th October 2025

Company: BMZ WORLDWIDE OPC PVT. LTD.

Welcome to SHOTBOX, India's first AI-powered vertical OTT entertainment platform. This Refund and Returns Policy explains how refunds, subscriptions, and digital purchases are managed on SHOTBOX. By accessing or using our platform, you agree to the following terms.

## 1. No Refund on Digital Purchases

All digital purchases—whether daily, weekly, monthly, or yearly subscriptions, or individual content unlocks via coins—are non-refundable once accessed or streamed. This includes accidental purchases, change of mind, or unused content. We recommend reviewing your selection carefully before confirming payment.

## 2. Refund Eligibility (Exceptional Cases)

Although all sales are final, refunds may be approved only under exceptional circumstances, such as:

- You were charged multiple times for the same transaction.
- A technical issue occurred (e.g., coins deducted but the video did not unlock) and the issue couldn't be resolved by our support team.
- The purchased content was unavailable or significantly different from what was advertised.

**Important:** Refund requests must be submitted within 48 hours of the transaction to be considered.

## 3. How to Request a Refund

If your case meets the above conditions, please email us at [help@shotbox.in](mailto:help@shotbox.in) with:

- Your registered email or phone number
- Transaction ID and a screenshot of payment
- A short description of the issue

Our team will review your request and respond within 5 business days. If approved, refunds will be credited to your original payment method within 7–10 working days.

## 4. In-App Coin Purchases

Coins purchased within the app are non-refundable once used. Unused coins remain in your wallet and do not expire. You can use them for future content unlocks.

## 5. Subscriptions via App Stores

If you subscribed through Google Play or the Apple App Store, all refund requests must be made directly through the respective app store's process. SHOTBOX cannot process refunds

for purchases made via third-party platforms.

## **6. Subscription Upgrades and Downgrades**

If you upgrade your plan (for example, from monthly to yearly), you may request a downgrade within 30 days of purchase. In such cases:

- Your plan will be adjusted to the lower tier.
- The balance will be credited to your SHOTBOX wallet as non-withdrawable credits, which can be used for future purchases.

**Note:** Downgrade requests after 30 days will not be accepted.

## **7. Auto-Renewal Policy**

All SHOTBOX subscriptions renew automatically by default. To avoid renewal charges, please cancel your subscription before the renewal date through:

- Your SHOTBOX Account Settings, or
- The Google Play / Apple App Store.

## **8. Contact Us**

For any questions about refunds, purchases, or subscriptions, please contact us at:

**Company Name:** BMZ WORLDWIDE OPC PVT. LTD.

**Email:** admin@shotbox.in