

INDEX MEDIA MOBILE AP PRIVACY POLICY

PRIVACY POLICY:

1. INDEX Media issues this Privacy Policy to inform you of our procedures and policies regarding the collection, disclosure, and use of personal information receives and collects from users of our applications.
2. By using our services, you are consenting to our processing of your information as mentioned herein.
3. INDEX Media takes appropriate steps to ensure data privacy and security including but not limited to privacy and security through various hardware and software methodologies. However, "indexmedia.ae" cannot guarantee the security of any information disclosed online.
4. If you have subscribed to our mailing list or you are an existing customer, you may receive information regarding new offers or promotions.
5. INDEX Media is not responsible for the privacy policies of websites to which it linked. If you provide any information to third parties, different rules regarding the collection and use of your personal information may apply. You should contact these entities directly if you have any questions about their use of the information they collect.
6. Any personal information provided while registering will be kept strictly confidential.
7. All credit/debit cards' details and personally identifiable information will NOT be stored, sold, shared, rented or leased to any third parties by INDEX Media.
8. The Website Policies and Terms & Conditions may be changed or updated occasionally to meet the requirements and standards. Therefore, the Customers' are encouraged to frequently visit these sections to be updated about the changes on the website. Modifications will be effective on the day they are posted.

DELIVERY/ SHIPPING POLICY:

1. Products and services will be delivered as per the number of working days specified upon the confirmation of order.
2. All Orders will be delivered by INDEX Media delivery service.
3. All inquiries submitted on the app will be responded to in less than 48 hours.
4. Delivery services are available for orders in the UAE only.
5. There are no delivery charges for orders from Dubai.
6. Proof of order must be made available at the time of delivery.

REFUND POLICY (APPLICABLE FOR DUBAI ONLY):

1. No refund shall be entertained unless it is accompanied by an original receipt.
2. Only damaged or incorrectly supplied products can be returned and they must be checked during the time of delivery.
3. If you wish to return faulty or incorrectly supplied order for a refund or to exchange certain products, you must inform us immediately on receipt of your order, and return the relevant products at the time of

delivery in the same condition as supplied, in their original packaging with the relevant receipt and a valid ID.

4. Returned items that are damaged, misused or altered from their original packaging, will not be accepted for refunds.
5. A minimum period of up to 2 weeks is required for verification of the returned item before refund is issued.
6. The mode of refund will be the same as was followed in the initial transaction in accordance to the Credit/Debit card issuing bank's policies. *(E.g.: If the original transaction was made using a credit card, the refund will be made to the same credit card).*

TERMS AND CONDITIONS:

1. United Arab Emirates ("UAE") is our Country of Domicile. INDEX Media controls this Site from the UAE. and makes no representation that this Site is appropriate for use in other locations. If you use this Site from other locations, you are responsible for ensuring compliance with all applicable local laws. You may not use, export or re-export any materials from this Site, as it will be violation of any applicable laws or regulations, including, but not limited to any UAE export laws and regulations.
2. The Laws of the United Arab Emirates shall govern the use of the Site and the Terms of Use, without regards to conflict of laws principals. All disputes arising in connection therewith shall be heard only by a court of competent jurisdiction in UAE.
3. INDEX Media accepts payment by Visa or MasterCard debit and credit cards in AED for its products and services. All online purchases are also governed by the terms and conditions of respective INDEX Media service providers. These Terms of Use supersede all other written and oral communications or agreements with regard to the subject matters discussed in these Terms of Use. A waiver or modification of these Terms of Use will only be effective if made in writing signed by an authorized officer of INDEX Media.
4. INDEX Media will not trade with or provide any services to individuals and companies owned or controlled by, or acting for or on behalf of, The Office of Foreign Assets Control (OFAC) targeted countries AND individuals, groups, and entities, such as terrorists and narcotics traffickers designated under the OFAC programs that are not country specific
5. Cardholder must retain a copy of transaction records and INDEX Media policies and rules.
6. User is responsible for maintaining the confidentiality of his account.
7. The order will be confirmed and further processed upon full payment, and the customer will receive the payment confirmation by email immediately.
8. Customer using the website who are Minor /under the age of 18 shall not register as a User of the website and shall not transact on or use the website.