

# MetalPay

## **Return Policy**

- MetalPay explicitly urges to all its customers to inspect the package for any damage or tamper before receiving or signing for receipt.
- If you find any tampering, do not accept the parcel and return the same.
- MetalPay will not be liable for any loss or damage caused if the customer accepts the parcel in spite of it being damaged or tampered.
- The duty to verify the parcel for any damage or tampering is of the customer and if the customer accepts the parcel and later comes to know of any damage or tampering, MetalPay shall not be liable for any loss or damage to customer.
- Customer should raise dispute within a period of 24 hours from the time of delivery in case of any issue with delivery.

## **Cancellation Policy**

- Once MetalPay has accepted your offer to Buy/Sell/Redeem, cancellation is not allowed