

General Terms and Conditions (GTC) of Mejuvante Private Limited for the Online Store — India

Version 2.0, September 2026 · Applies to customers in India

NOTE ON DRAFT STATUS (remove before publication): First draft for legal review under Indian law. It replaces the previous “International” edition, which wrongly named Mejuvante GmbH as provider and EUR as currency for Indian customers. Indian customers are invoiced by Mejuvante Private Limited in INR via PayU (hosted checkout). Not legal advice — to be reviewed by an Indian lawyer before going live.

Section 1 Scope, Provider, Definitions

- (1) These General Terms and Conditions (“**GTC**”) govern all contracts concluded by customers located in India (“**Customer**”, “**you**”) via the online store at `store.mejuvante.ai` and related MeJuVerse product pages (the “**Store**”) with

Mejuvante Private Limited

CIN: U74999KA2022PTC159102 · GSTIN: 29AAPCM5684G1ZR · PAN: AAPCM5684G

Registered office: Flat No 133, Wing 1, 3rd Floor, Uber Verdant, Sarjapur Main Road, Doddakanehalli, Bangalore, Karnataka 560035, India

Office: 301/302, 3rd Floor, Saket Callipolis, Sarjapur – Marathahalli Road, Doddakannelli, Bengaluru, Karnataka 560035, India

Directors: Ankita Rishabh, Timo Traurig

Telephone: +91 98113 04887 · E-mail: work@mejuvante.co.in

(the “**Provider**”, “**we**”). The Provider is a member of the MeJuvante group; the technical platform of the Store is operated on its behalf by Mejuvante GmbH, Germany. **The contracting party and invoicing entity for customers in India is Mejuvante Private Limited.**

- (2) “**Consumer**” means a person who buys goods or avails services for consideration for purposes other than resale or a commercial purpose (Section 2(7) of the Consumer Protection Act, 2019). “**Business Customer**” means any other customer, including companies and persons acting for a commercial purpose. Provisions marked “Consumers only” apply only to Consumers.
- (3) The version of these GTC in force at the time of the order applies. Deviating, conflicting or supplementary terms of the Customer become part of the contract only if the Provider has expressly agreed to them in writing.
- (4) The Store offers **digital content and digital products** (e.g. downloadable files, templates, software) and **software-based services (SaaS)**, including MeJuVerse products such as MeJuHire, Talk2Data, EXTRACTA and IntelliWorks. Physical goods are not sold via the Store.
- (5) **Country of origin.** The digital products are developed by the MeJuvante group in Germany and India and are made available from servers located in the European Union and/or India, as stated in the product description.

Section 2 Formation of Contract

- (1) The presentation of products in the Store is an invitation to place an order and not a binding offer.
 - (2) By clicking “**Pay now**” (or an equivalently labelled button) in the final step of the order process, the Customer submits a binding offer to purchase the products in the shopping cart.
 - (3) The Provider confirms receipt of the order by e-mail. The contract is formed when the Provider accepts the order by express confirmation, when the payment is successfully completed through the payment gateway, or when access to the digital product is provided, whichever occurs first.
 - (4) Before submitting the order, the Customer can review and correct all entries in the order summary. Order processing and communication take place by e-mail; the Customer must ensure that the e-mail address provided is correct and that our messages are not blocked by spam filters.
 - (5) The Provider stores the contract text and sends it to the Customer together with these GTC and the tax invoice by e-mail after conclusion of the contract. The contract language is English.
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Section 3 Prices, Taxes and Payment

- (1) All prices in the Store for Indian customers are stated in **Indian Rupees (INR)**. Prices are shown **inclusive of Goods and Services Tax (GST)** at the applicable rate, unless the price display expressly states that GST will be added at checkout. The applicable GST is shown separately on the tax invoice. Business Customers may provide their GSTIN at checkout for a B2B tax invoice.
 - (2) The price stated in the Store at the time of the order applies.
 - (3) Payments are processed by **PayU Payments Private Limited** (“PayU”) through a hosted checkout page. Available payment methods (e.g. UPI, debit/credit cards, net banking, wallets) are shown at checkout. **Card and payment data are entered directly on PayU’s page and never reach the Provider’s servers.** PayU’s terms and privacy policy apply to the payment transaction.
 - (4) Unless otherwise stated in the product description, payments for Indian customers are **one-time payments** for the licence period or product stated. Where a product is offered as a renewing subscription, Section 5 applies.
 - (5) Payment is due upon conclusion of the contract. Digital products are provided after successful payment confirmation by the payment gateway.
 - (6) Any bank charges, currency conversion fees or payment-instrument fees imposed by the Customer’s bank or card issuer are borne by the Customer.
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Section 4 Provision of Digital Content and Products

- (1) Digital content is provided after payment confirmation, generally by enabling a download or by granting access to a user account/customer area. Access credentials are sent to the e-mail address provided.
 - (2) The Customer is responsible for meeting the technical system requirements stated in the product description (hardware, software, compatibility, internet connection).
 - (3) Access data must be kept confidential and protected against access by third parties. The Customer is responsible for all activity under their account unless caused by a breach attributable to the Provider.
 - (4) Delivery time: digital products are normally provided within minutes of payment confirmation and in any event within **24 hours**. If provision fails for reasons within the Provider's responsibility, the Customer may request a full refund (Section 7).
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Section 5 Term, Renewal and Cancellation of Subscriptions (where offered)

- (1) Where a product is offered as a subscription, the term, billing period and renewal are stated in the product description at checkout. A subscription renews automatically **only if** this is expressly stated and the Customer has consented to recurring payment at checkout in accordance with applicable Reserve Bank of India rules on recurring transactions (including pre-debit notification).
 - (2) The Customer may cancel a renewing subscription at any time with effect from the end of the current billing period via the customer area or by e-mail to work@mejuvante.co.in. The Provider makes cancellation available as easily as sign-up.
 - (3) The right of both parties to terminate for good cause remains unaffected.
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Section 6 Updates to Digital Products

- (1) The Provider supplies the updates necessary to keep the digital product in conformity with the contract during the licence or subscription period and informs the Customer accordingly.
 - (2) If the Customer fails to install a supplied update within a reasonable period, the Provider is not liable for a defect resulting solely from the missing update, provided the Customer was informed of the update and the consequences of not installing it.
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Section 7 Refund and Cancellation Policy (Consumer Protection (E-Commerce) Rules, 2020)

- (1) **14-day goodwill refund.** Independently of your statutory rights, you may cancel a purchase within **fourteen (14) days** of the order without giving reasons and receive a full refund, **provided the digital product has not yet been downloaded, activated or accessed** (for SaaS: no login to the product after provisioning). Once a digital product has been downloaded, activated or accessed, the goodwill refund right expires; you are

informed of this and asked to confirm it by a separate, non-pre-ticked checkbox before payment.

- (2) **Non-delivery and defects.** If a paid product is not provided within 24 hours of payment confirmation, or is defective and cannot be remedied within a reasonable time (Section 8), you are entitled to a full refund irrespective of paragraph (1).
- (3) **How to request a refund.** Send a request to work@mejuvante.co.in stating your order number and, where applicable, the reason. You may use the model cancellation form at the end of this document.
- (4) **Processing.** Approved refunds are initiated within **7 working days** and paid to the original payment instrument through PayU; the time until the amount is credited depends on the Customer's bank or card issuer (typically 5–10 working days). No fee is charged for a refund.
- (5) **No refund** is given for the unused remainder of a licence period after voluntary cancellation, unless required by law or expressly stated in the product description.
- (6) Your rights under the Consumer Protection Act, 2019 remain unaffected.

Section 8 Conformity and Defects (Warranty)

- (1) The Provider warrants that the digital product conforms to the description in the Store at the time of provision and — for SaaS — during the licence period, and that it is free from defects that materially impair its use.
- (2) If the digital product is defective, the Customer shall notify the Provider at work@mejuvante.co.in with a description of the defect. The Provider will remedy the defect within a reasonable time by repair, update or replacement. If the remedy fails or is not provided within a reasonable time, the Customer may claim a proportionate price reduction or a refund (Section 7(2)).
- (3) The warranty does not cover defects caused by the Customer's own modifications, use outside the documented system requirements, or third-party software or services not supplied by the Provider.
- (4) The rights of Consumers under the Consumer Protection Act, 2019 and other mandatory law remain unaffected.

Section 9 Licence and Rights of Use

- (1) Upon full payment, the Customer receives a non-exclusive, non-transferable licence to use the digital product for the purpose, number of users and period stated in the product description.
- (2) Any reproduction, distribution, public communication, reverse engineering, sub-licensing or commercial exploitation beyond the licensed scope requires the Provider's prior written consent, unless expressly permitted by the Copyright Act, 1957 or other mandatory law.

- (3) All intellectual property rights in the digital products remain with the Provider and its licensors. “Mejuvante” is a registered trademark of Mejuvante Private Limited.
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Section 10 Acceptable Use

The Customer shall not use the digital products (a) in violation of applicable law, including the Information Technology Act, 2000; (b) to upload or process unlawful, infringing or harmful content; (c) to attempt unauthorised access to the Provider’s or third parties’ systems; or (d) to process sensitive personal data of third parties without a written data processing agreement with the Provider. The Provider may suspend access in case of serious or repeated breach after prior notice where reasonable.

Section 11 Liability

- (1) The Provider is liable without limitation for death or personal injury caused by its negligence, for fraud or fraudulent misrepresentation, for wilful misconduct or gross negligence, and to the extent liability cannot be limited under mandatory law (including the Consumer Protection Act, 2019).
 - (2) Subject to paragraph (1), the Provider’s total liability arising out of or in connection with a contract is limited to the amount paid by the Customer for the product concerned in the twelve (12) months preceding the event giving rise to the claim.
 - (3) Subject to paragraph (1), the Provider is not liable for indirect or consequential loss, loss of profit, loss of business, loss of data (where the Customer has not maintained reasonable backups) or business interruption.
 - (4) The Provider is not liable for the availability or performance of third-party services (including the payment gateway, internet service providers and cloud infrastructure) beyond its reasonable control.
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Section 12 Data Protection

The Provider processes personal data in accordance with the Digital Personal Data Protection Act, 2023, the DPDP Rules, 2025 and the Information Technology Act, 2000. Details, including your rights as a Data Principal and the Grievance Officer contact, are set out in the **Privacy Policy — India**, available at [URL: e.g. <https://store.mejuvante.ai/privacy-india>]. Payment data are processed by PayU under its own privacy policy.

Section 13 Grievance Officer and Customer Support

- (1) In accordance with Rule 4(4) of the Consumer Protection (E-Commerce) Rules, 2020 and the Information Technology Rules, 2021, the Provider has appointed the following Grievance Officer:

Ankita Rishabh, Director, Mejuvante Private Limited
301/302, 3rd Floor, Saket Callipolis, Sarjapur – Marathahalli Road, Doddakannelli, Bengaluru,

Karnataka 560035, India

E-mail: work@mejuvante.co.in · Telephone: +91 98113 04887

- (2) Consumer complaints are **acknowledged within 48 hours** and **resolved within one month** of receipt. The Grievance Officer also acts as nodal person of contact for law-enforcement agencies.
- (3) Consumers may additionally approach the National Consumer Helpline (1915 / consumerhelpline.gov.in) or the competent Consumer Disputes Redressal Commission under the Consumer Protection Act, 2019.

Section 14 Governing Law and Jurisdiction

- (1) These GTC and all contracts concluded under them are governed by the **laws of India**.
- (2) Subject to the mandatory jurisdiction of the Consumer Disputes Redressal Commissions for Consumers, the courts at **Bengaluru, Karnataka** shall have exclusive jurisdiction.
- (3) For Business Customers, any dispute not resolved amicably within 30 days shall be finally settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996, by a sole arbitrator appointed by mutual agreement (failing which, in accordance with that Act). The seat and venue of arbitration is Bengaluru; the language is English.

Section 15 Final Provisions

- (1) The Provider may amend these GTC for future orders. The version in force at the time of each order applies to that order.
- (2) Should individual provisions be or become invalid, the validity of the remaining provisions remains unaffected.
- (3) Notices to the Provider may be sent to work@mejuvante.co.in or to the office address in Section 1. Notices to the Customer are sent to the e-mail address provided at checkout.
- (4) It is the Customer's responsibility to comply with applicable import, export and sanctions laws in connection with the use of the digital products.

Model Cancellation / Refund Request Form

(If you wish to cancel a purchase within the 14-day goodwill period or request a refund, please complete this form and send it to us.)

To: Mejuvante Private Limited, 301/302, 3rd Floor, Saket Callipolis, Sarjapur – Marathahalli Road, Doddakannelli, Bengaluru, Karnataka 560035, India · E-mail: work@mejuvante.co.in

I/we hereby cancel the contract for the following digital product / service: _____

- Order number: _____
- Ordered on: _____
- Name of customer: _____
- E-mail used for the order: _____

- Reason (optional): _____
 - Date: _____
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Checkout text module (separate, non-pre-ticked checkbox — do not integrate into the GTC)

“I understand that my 14-day goodwill refund right expires as soon as I download, activate or access the digital product, and I ask Mejuvante Private Limited to provide it immediately after payment.”