



JURE FORUM

PRICING AND REFUND POLICY

JURE FORUM FOLLOWS A FLEXIBLE, CASE- SPECIFIC PRICING MODEL TO ENSURE THAT DISPUTE RESOLUTION SERVICES REMAIN ACCESSIBLE, FAIR AND PROPORTIONATE TO THE COMPLEXITY OF EACH MATTER.

I. ARBITRATION FEES AND CHARGES

- a. The fees for arbitration proceedings conducted through the Jure Forum platform shall be determined on a **case-to-case basis**, taking into account the nature, complexity, value and procedural requirements of the dispute.
- b. As an indicative guideline, arbitration fees are generally calculated at approximately **2% of the claim amount**, subject to variation based on the specific circumstances of each case.

II. MEDIATION/ CONCILIATION FEE STRUCTURE

- a. The fees for mediation and conciliation proceedings on the Jure Forum platform shall be determined on a **case-to-case basis**, depending upon the nature, complexity and requirements of the dispute.
- b. The base fee shall include **up to three (3) mediation or conciliation sessions**.
- c. **Additional sessions**, if requested by the parties, shall be **separately chargeable** at rates mutually agreed upon.

III. REFUND POLICY

- a. **100% refund** shall be applicable where the user withdraws or cancels the proceedings **before the commencement of the case process** on the Jure Forum platform.

- b. **40% refund** shall be applicable where the user withdraws or cancels the proceedings **after commencement of the case process but before the first hearing.**
- c. **No refund** shall be applicable once the **first hearing has been conducted**, irrespective of the stage or outcome of the proceedings thereafter.

NOTE:

- i. Any eligible refund shall be **processed within seven (7) working days** from the date of receipt of the refund request.
- ii. The refunded amount shall be **credited to the original mode of payment within ten (15) working days** from the date of receipt of the refund request.

NOTES:

(Applicable to Arbitration, Mediation & Conciliation)

- i. **Fee Inclusions:** All fees payable under this Policy are **inclusive of Jure Forum's platform fees and the professional fees of the arbitrator, mediator or conciliator**, unless otherwise expressly agreed in writing.
- ii. **Taxes and Statutory Charges:** All fees mentioned under this Policy are **exclusive of applicable taxes, statutory levies and government charges**, including Goods and Services Tax (GST), which shall be payable in addition to the fees.
- iii. **Out-of-Pocket Expenses:** Any out-of-pocket expenses incurred in connection with the proceedings, including but not limited administrative or logistical expenses, shall be **reimbursed on actuals basis** by the concerned parties.
- iv. **Payment Timeline:** All applicable fees shall be paid **within seven (7) days of registration of the case** or issuance of the invoice, as applicable.
- v. **Non-Payment Consequence:** In the event of non-payment of fees within the stipulated timeline, Jure Forum reserves the right to **suspend, defer or not initiate the proceedings** until such payment is received.

IV. MODIFICATION OF PRICING AND POLICY

Jure Forum reserves the right to modify, revise or update its pricing structure and this Policy from time to time in order to reflect changes in law, regulatory requirements, operational needs or business practices.

Any such modification shall be effective upon publication on the Jure Forum platform.

V. REACH US

For any queries, clarifications or assistance regarding pricing, payments, refunds or this Policy, users may contact JURE FORUM at:

Email: info@jureforum.com

PHONE: +91- 11- 41184940

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