

USER FEEDBACK AND REVIEW POLICY

This User Feedback and Review Policy (“**Policy**”) is applicable to the Users, who wish to avail the Services of the Company (collectively called “**you**”) and the service providers who are listed on **Sports Active Online Services Private Limited’s (“Company”) Platform**.

1. Importance of reviews and feedback:

It is important for Users to post reviews and feedback, so that the service providers are given a chance to improve their services, given a chance to rectify or amend any mistakes, provide useful information about services and service providers to other Users etc.

2. Posting of reviews and feedback:

The Users who have availed the services being offered by the varied service providers may post reviews and feedback on the Platform. Such reviews and feedback shall be calculated by the Company on the basis of algorithms. The Company does not have any obligation to verify or authenticate reviews and feedback posted by the Users.

3. Responding to reviews and feedback:

Service providers can comment on the reviews and feedback posted by the Users on the Platform to address their concerns and resolve issues, if any.

4. Amending reviews and feedback:

In the event that a User wants to amend the reviews and feedback posted on the Platform, they can contact the Company at info@info4kids.com

5. Taking down reviews and feedback:

In the event that the service provider believes that the reviews and feedback posted in relation to his/her organization or his/her services is baseless, false, misleading, or falls under the restrictions laid down in **section 7** of this Policy, he/she should comment to such reviews and feedback, providing sound reasoning to the User’s reviews and feedback. The service provider may, after providing sound reasoning, request the User to take down such reviews and feedback. In the event that the reviews and feedback is not taken down by the User, the service provider may contact the Company, and provide evidence for such reviews and feedback to be taken down. The Company, shall, at its sole discretion decide to retain or remove such reviews and feedback. Any dispute that may arise in between the Users and the service providers in relation the reviews and feedback or otherwise shall be solely between them. The Company shall not be made a party to such dispute under any circumstances, whatsoever.

6. Reviews and feedback not visible:

In the event that the Company decides to take down the reviews and feedback, you may not be able to view it on the Platform. If the privacy settings for the Platform are changes, even then the reviews and feedback may not be visible to you.

7. Restriction for reviews and feedback:

The Company imposes the following restrictions on posting of reviews and feedback:

Users shall not post:

- a. Objectionable material that is obscene, vulgar, libelous, defamatory, threatening, or distasteful or contains profanity or spiteful remarks or anything that contains promotion of illegal or immoral conduct;
- b. Promotional content such as advertisements, repeated posts that make the same point excessively, any testimonials by or on behalf of a person or company with a financial interest in the product or a directly competing product, reviews that are written for any form of compensation other than a free copy of the product. This includes reviews that are a part of a paid publicity package. Any solicitations for helpful votes in contests, quizzes etc.
- c. Inappropriate content, other people's material, personal phone numbers, postal mailing addresses, videos with watermarks, foreign language content.
- d. Any content that hurts the sentiments of the public at large and causes mass hysteria and civil unrest.

8. **Contact details:**

In the event that you have any grievances with regards to this Policy, you may contact us on info@info4kids.com