

## 1. Introduction

This Chargeback Policy is designed in accordance with the State Bank of Pakistan (SBP) regulations, Payment Systems and Electronic Fund Transfers Act, 2007, and applicable banking laws in Pakistan. By transacting with Amstonic, you agree to the terms of this policy.

## 2. What is a Chargeback?

A chargeback is a request by a cardholder to reverse a transaction made using a debit or credit card. It is initiated with the issuing bank when a customer disputes a transaction.

## 3. Valid Grounds for Chargebacks

Customers may initiate a chargeback under the following circumstances:

- Unauthorized transaction or fraudulent activity.
- Duplicate charges.
- Goods/services not received.
- Goods/services significantly not as described.
- Billing error (e.g. wrong amount charged).

As per Section 41 of the Payment Systems and Electronic Fund Transfers Act, 2007: A user of electronic fund transfer services may dispute a transaction within 45 days of the transaction date.

## 4. Invalid Chargeback Claims

The following are not valid reasons for chargebacks and may be rejected:

- Buyer's remorse or change of mind.
- Late delivery (when tracking shows shipment).
- Claims after the refund window has expired.
- Use of the product followed by dispute (without valid cause).
- Not reading the product description properly.

## 5. How to File a Chargeback

First, contact our Customer Support at:

support@amstonic.com or call us on

0333-0300525 PAK customer's

213-6694154 US customer's

We aim to resolve your issue within 7 business days.

If unsatisfied, contact your issuing bank within 45 days of the transaction date and file a formal dispute.

## 6. Company Rights and Responsibilities

Amstonic will cooperate with your bank and provide all necessary transaction documents and delivery confirmations.

In case of a fraudulent claim, we reserve the right to:

- Report the matter to FIA Cyber Crime Wing, under PECA 2016 (Section 14 – Fraudulent Access to Data).
- Initiate legal action to recover any losses or damages.

## 7. Refund vs Chargeback

Customers are encouraged to use our official refund/return policy before initiating a chargeback. Unauthorized chargebacks without prior communication may lead to account suspension or legal action.

## 8. Governing Law

This policy is governed by:

- Payment Systems and Electronic Fund Transfers Act, 2007
- Electronic Transactions Ordinance, 2002
- Prevention of Electronic Crimes Act (PECA), 2016
- Applicable Consumer Protection Laws under the jurisdiction of province (Sindh, Punjab, Kpk, Balochistan Consumer Protection Act, 2005).

## 9. Contact Us

If you have questions about this policy, contact: legal@amstonic.com