

REFUND POLICY

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1. The services provided by the Contractor under this Agreement are digital. The Contractor offers the Customer the opportunity to get acquainted with the services for a minimum fee by providing limited access for seven days. As a general rule, there are no refunds for services. However, the Contractor reserves the right to consider applications related to having funds refunded for services individually.
2. If there are proven fraudulent actions, or if the Customer violates Terms of Service Agreement clause 3.3.2, the refunds paid for services are not completed.
3. A refund is only possible if no more than 180 (one hundred and eighty) days have passed from the payment moment to the moment that the Customer requests a refund.
4. A full refund is possible in cases where:
 - 4.1. Access to services has not been provided to the Customer within twenty-four (24) hours from the payment date for the services at the relevant Tariff. Or access to services has been blocked to the Customer without breaching its obligations under this Agreement for the relevant period in the services' current paid-up period;
 - 4.2. Payment has been made by mistake, i.e., if the services for the same Tariff have been paid by the Customer with no more than 10 minutes between payments. As well as if the Customer has applied to the Contractor for a refund within a period not exceeding 48 (forty-eight) hours from the second payment.
5. Partial refunds are possible in cases where:
 - 5.1. If the services have been unavailable to the client due to the Contractor's fault or inactivity for more than 24 (twenty-four) consecutive hours. The amount of 5% as a refund paid by the Customer for the services in the current period shall be given.
6. Refunds shall only be made if the Customer directly applies to the Contractor with the relevant application. The Contractor shall not make any refunds from payment service providers to avoid double refunds.