

# SoftwareBiz

## REFUND POLICY

Products purchased from Software Business Solutions ('SoftwareBiz') may be refunded only if cancelled within the refund period specified below in this policy. Some products have different policies or requirements for a refund associated with them, including some products that are not eligible for a refund under any circumstance. Please see below for refund terms applicable to such products.

**"Date of the transaction"**, for the purpose of this Refund Policy, means the date of purchase of any product or service, which includes the date any renewal is processed by Software Business Solutions ('SoftwareBiz') in accordance with the terms and conditions of the applicable product or service agreement.

**"Refund Period"**, you may cancel a product at any time, but a refund will only be issued if you request a refund with Software Business Solutions ('SoftwareBiz') customer service within the refund time frame specified for the applicable product, if available at all.

**"No Refund After Account Closure"**, if eligible for a refund, it is necessary for you to request a refund prior to account closure. You may elect to close your account with us at any time, but upon account closure you will no longer be eligible for a refund as otherwise permitted under this Refund Policy.

**"Credit Refund"**, you may request the support department to refund the amount to your Software Business Solutions ('SoftwareBiz') account, which you may use to purchase other services.

# SoftwareBiz

## REFUND POLICY

### Standard Refund Terms

#### Hosting Services:

- **Annual Plans:** Within 14 days of the date of the transaction.
- **Monthly Plans:** Within 48 hours of the date of the transaction.

#### Domain Name Registrations/Renewals:

##### Standard Terms

- |                                |                    |
|--------------------------------|--------------------|
| • New Registration             | 5 Days (120 Hours) |
| • Auto-Renewal (one-year)      | 5 Days (120 hours) |
| • Auto-Renewal (multiple-year) | 5 Days (120 Hours) |
| • Manual Renewal               | No refund          |

#### Purchased Product w/ Free Domain:

In the event any purchased product includes a free domain name, if you cancel the purchased product, the list price for the domain name will be deducted from the refund amount (the list price is the price of the domain name listed on Software Business Solutions ('SoftwareBiz') website and is not subject to any promotion, discount, or other reduction in price). If the price of the domain exceeds the original price of the product, the refund will not be eligible.

#### SSL Certificates:

You may request a refund for any type of SSL Certificate you purchased from Software Business Solutions ('SoftwareBiz'), below are the details and refund period.

- |                 |                     |
|-----------------|---------------------|
| • Refund Period | 14 Days (336 Hours) |
|-----------------|---------------------|

# SoftwareBiz

## REFUND POLICY

### **Account Refill:**

All account credit refills are non-refundable.

### **Refund Process**

To request a refund, please check if your product or service is eligible for refund, then navigate to your [Client Area](#), and submit a ticket under [Billing & Payments](#), write "Refund Request" in the subject field and our support team will take care of the rest.

**Note:** It may take up to 21-40 days for the refund to appear on your bank statement.

### **Contact Information**

If you have any questions about this Agreement, please contact us by email or regular mail at the following addresses:

### **In-Mail Address:**

Block No.41, Office No.5, 2nd Floor, Al Jasser Complex, Al Farwaniya, **Kuwait**

P-33, Ashiana Shopping Center, 78-G1, Main Boulevard, Gulberg III, Lahore, **Pakistan**

### **Email:**

support@softwarebiz.co