

## **Return policy**

While AS INFOBANK makes every attempt to ensure satisfaction with your purchase (Products or Services), whenever you choose to have a remote or Access software key sent electronically, that sale is considered final. **AS INFOBANK cannot issue refunds once product keys have been distributed.** It is the responsibility of the buyer to know the system and compatibility requirements of the product prior to purchasing. If there are technical issues that prevent access to your software Product purchase, please contact our support team for assistance (office@infobank.cloud).

## **Return policy**

### **Downloaded Software or remote Access (Product)**

To obtain a refund on a product that was delivered to you by online download access, you must adhere to the following guidelines.

All returns for Product must be pre-authorized by AS INFOBANK as described below. Your right to obtain a refund for Product lasts only for a limited time. Your request for a Refund must be made to AS INFOBANK within 10 days of the date AS INFOBANK made the Product available to you. AS INFOBANK must receive request for a Refund via e-mail to office@infobank.cloud. No refund will be made until the request for a Refund has been received by AS INFOBANK, or if the time requirements described above are not met. AS INFOBANK is not responsible for lost or misdirected mail, delays for downloading, or other communication system delays.

Products not purchased directly from AS INFOBANK must be returned to the place of purchase (Web store, re sales etc.) and are subject to the return policies of the place of purchase.

No credit will be issued for incomplete or non-AS INFOBANK component returns. You must also destroy all copies of Product you may have made or stored in any place, as well as uninstall the Product from any computers owned or controlled by you where you have installed the software. Once we have received request for a Refund, all licenses you may have to use the Product will be immediately terminated, and any further use of the Product will be an infringement of copyrights as well as other intellectual property rights.

When making your request for an refund, please provide AS INFOBANK with your Company details (Registration number, Address etc.), Contract number.

When AS INFOBANK receives your request for a Refund via e-mail, within the timeframe discussed above, AS INFOBANK will provide a refund to you of the amount you paid for the Product. AS INFOBANK will not refund any shipping or handling charges that may have been charged to you. Refunds will be made in the same manner as you purchased the product. If you purchased by credit card, your credit card account will be credited. If you purchased by company purchase order, your account will be credited.