

ProcessMind Refund Policy

Effective starting: June 23, 2024

Introduction

Thank you for choosing our software products and services. We strive to provide the best user experience and customer satisfaction. However, we understand that there may be situations where you need to cancel a purchase or request a refund. This Refund and Cancellation Policy outlines the guidelines and procedures for such cases.

Cancellation Policy

1.1. Subscription-Based Products/Services

For subscription-based services, you can cancel your subscription at any time. Upon cancellation, you will continue to have access to the product or service until the end of the current billing cycle. No further charges will be incurred. To cancel your subscription, please follow the instructions provided in your account settings or contact our customer support team.

Refund Policy

2.1. Eligibility for Refund

We offer a refund within the following cases:

- a) Grace Period:** We handle a 14 days no questions asked full refund.
- b) Unauthorized Charges:** If you notice unauthorized charges on your credit/debit card resulting from a purchase made on our website. Full refund may apply once verified.
- c) Technical Issues:** If you encounter significant technical issues or compatibility problems with our software that prevent its proper functioning and our support team is unable to resolve the problem within a reasonable time frame. Prorated refund will apply once verified.
- d) Dissatisfaction:** If you are dissatisfied with our software's features or performance and have communicated your concerns to our support team, providing constructive feedback. Prorated refund will apply once verified.

2.2. Refund Process

To request a refund, please follow these steps:

a) Contact Customer Support: Submit a refund request to our customer support team, providing relevant details about your purchase, including order number, and reason for the refund.

b) Evaluation: Our support team will evaluate your request based on the eligibility criteria mentioned in Section 2.1.

c) Refund Decision: If your request meets the eligibility criteria, we will initiate the refund process within [14] business days. The refund will be issued using the original payment method. Please note that it may take additional time for the refund to appear on your account statement, depending on your financial institution.

d) Software Deactivation: Upon refund approval, your account will be terminated and the application will be deleted according to applicable legislation.

Exclusions

The following situations are not eligible for refunds:

- a) Change of Mind: If you decide that you no longer want to use our software or services but it is functioning as intended and there are no technical issues.
- b) Third-Party Products/Services: Refunds are not available for products or services provided by third-party vendors, even if they are sold through our platform. Please refer to their respective refund policies.

Policy Updates

This Refund and Cancellation Policy may be updated from time to time without prior notice. The most recent version will be posted on our website, and the changes will become effective upon posting.

For any questions or concerns regarding this policy, please contact our customer support team at info@processmind.com