

## Refund Policy

We aim to facilitate all our clients if they wish to cancel or refund their subscription or service. The following applies to subscriptions for codcheck portal:

1. On any package, if the user has not uploaded any data to the portal, and has requested a refund of subscription within 7 days of payment, a full refund is available.
2. On any package, if the subscription paid is for 6 months, the following shall apply:
  - a. Full refund in accordance with (1) above
  - b. If the subscription is cancelled post conditions of (1) above but within 1 month usage limits or time, full 1 month rate of that package is deductible from the amount received from the user. The remainder is fully refundable
  - c. If the subscription is cancelled post conditions of 1 month usage limits or time, but before 2 months usage limits or time, full 2 month rate of that package is deductible from the amount received from the user. The remainder is fully refundable
  - d. No refund is available if a subscription is cancelled post conditions of 2 month usage or time.
3. On any package, if the subscription paid is for 12 months, the following shall apply:
  - a. Full refund in accordance with (1) above
  - b. If the subscription is cancelled post conditions of (1) above but within 1 month usage limits or time, full 1 month rate of that package is deductible from the amount received from the user. The remainder is fully refundable
  - c. If the subscription is cancelled post conditions of 1 month usage limits or time, but before 2 months usage limits or time, full 2 month rate of that package is deductible from the amount received from the user. The remainder is fully refundable
  - d. If the subscription is cancelled post conditions of 2 months usage limits or time, but before 3 months usage limits or time, full 3 month rate of that package is deductible from the amount received from the user. The remainder is fully refundable
  - e. If the subscription is cancelled post conditions of 3 month usage limits or time, but before 4 months usage limits or time, full 4 month rate of that package is deductible from the amount received from the user. The remainder is fully refundable
  - f. No refund is available if a subscription is cancelled post conditions of 4 month usage or time.