

REFUND POLICY OF INTERNET SERVICE MOBIVION.COM

(Appendix №1 to the Public Agreement (offer) of the Internet Service
smmtouch.com)

This refund policy of MOBIVION.COM Internet Service regulates the grounds, conditions and procedure for refunds of money paid by Users.

This regulation applies to all contractual relations that arise between the User and the Administration within the Service.

According to paragraph 6.3 of the public agreement (offer) of the Service service is considered to be rendered in the absence of a motivated refusal to accept services rendered by the User.

If the User is not satisfied with the quality of services rendered, they are given the opportunity to appeal to the Administration with a claim, which describes the reasons and grounds for the return of funds previously paid by the User for the services ordered.

Refunds are possible only in cases of improper provision of services by the Administration.

Claims about the improper quality of services may be sent by the User to the official email address of the Administration - support@mobivion.com.

Upon receiving of the complaint from the User, the Administration shall consider such a complaint and provide the User with the answer. If the Administration considers the User's claims legitimate and reasonable, the Administration may return the User's money paid. Refunds are made using the same means of payment as used by you in the initial transaction. Additionally, the Administration has the right to withhold a commission fee of 10% of the amount of payment for the transfer of funds to the User.

In case when the User ordered a service by mistake and such service was not provided by the Administration, the User shall have the right to ask the Administration for the refund of the money paid by mistake. The Administration shall consider the User's appeal and within ten days provide an answer. In case of a positive decision of the Administration, the refund will be made using the same means of payment as used by you in the initial transaction, less the commission costs that may arise upon return of funds.

Any other disputes relating to the quality of services rendered and the User's claim for a refund (in full or in part) shall be made in pre-judicial procedure provided for in paragraphs. 14.1 - 14.6 of the public agreement (offer) of the Service.

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