

## QBIS REFUND POLICY

---

### **Please read carefully:**

Unfortunately, because of the nature of our products and because we can **NOT** ensure that you will not erase our software or templates from your computer, we can **NOT** issue any refunds after a purchase has been made. If the product has not been delivered yet then we will issue a refund. **NO exceptions!**

Please make sure you read carefully the product features and capabilities and if you still have questions, please do not hesitate to direct them to us before purchasing product.

We are a small company and we strive to deliver the best. As a small company, you can make sure that your purchase will go towards the continued development of our products.

In some very special instances, we may be able to issue a credit towards any of our other products. As we grow we might be able to improve this policy anytime.

### **Refunds, Upgrades, Renewals, and Support**

Because of the digital nature of our product, we do not provide refunds. Please evaluate the demos on our site and address any issues before purchasing.

Refunds are not issued for server failure/issues, lack of features or if your server does not meet the Software Requirements.

Refunds are determined on individual circumstances and only issued once our technical staff determines that software has a fault causing it to not run on your server, refunds are not issued after 5 days from the purchase date even if the software has a fault.

### **Renewals support/update are not refunded**

Should we receive a chargeback or disputed payment, all services will be revoked until any disputed amounts have been repaid.

Any chargeback you attempt to make via PayPal or other payment gateways will be argued strenuously by us with reference to these terms and conditions of sale. Any dispute in PayPal or any other payment gateway will result in your account terminated or suspended including license no question. You must ensure you fully read our terms as well as the website description of any files you purchase, as no refunds will be available unless the product you

purchased is significantly different from what is described by us on this website.

### **Installation & Configuration Policy**

Installation, Configuration, Migration or Upgrade doesn't include any customisation or modifications of the script, however, we will customise the script into your site layout for an additional fee.

### **Refund Policy**

We do not offer refunds on Installation, Migration, and Update. If we are not able to install the script you chose on your server, be it because of your server or because of the script. Please make sure that your server has Perl modules, PHP and MySQL (if applicable) before requesting our services though, this will make things easier for everyone. We will not install Perl/PHP/MySQL modules as these are under the domain of your ISP/host

- Installation charges are not refundable under any circumstances.
- Credit Deposits are non-refundable

Additionally, we will not be held responsible if a script we install contains bugs or security holes. See the terms of use of the script for the details. We install the script 'as-is'. We cannot offer a refund if you modified the source code of the script after we installed it.

Installation doesn't include any customisation or modifications of the item, however, we can customise/modify for an additional fee.

QBIS Software reserves the right to cancel service and access to the service at any time. If a customer breaks the terms of the QBIS Software EULA or Terms of Service, a refund will not be available.