



# Money Back Guarantee

As \_\_\_\_\_, we care about customer satisfaction and work for it. If you are not satisfied with your purchase, we will refund your money following the examination of the information, products and documents you have declared. Complete this form and submit within 30 days from the day of purchase.

**Name**

**Email**

**Address**

**Phone Number**

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**Select state the product you want to return and refund with make, model and product ID.**

**Please specify your payment method.**

**Please explain why you were dissatisfied with the product.**

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## Term and Conditions

- The money back guarantee is only applicable for the customers who purchase the product from \_\_\_\_\_ and its authorized branches. It is obligatory to apply to an official distributor for products purchased by order from abroad.

- Products that have been overused, damaged or worn off by the customer can not be subject to money back guarantee. Also, money back guarantee shall not apply for the products with expiration dates that have passed or the custom-made products.
- It is decided after the examination of the product whether the refund will be made or not. No refund is made for used and worn products and products that have been protected with a protective tape, but for which this protection tape has been removed.
- Upon approval of the refund request, the customer shall be refunded the full purchase price paid, excluding any applicable shipping or handling fees.
- Refunds are made through the method that the payment was made. Prepaid cards are not redeemable as cash. The money back guarantee is not transferable, means the purchaser shall not be transferred his/her right to refund to any third party.
- Any method for a refund request to commit fraud, including reproduction, alteration of the prepaid card, is prohibited and shall be prosecuted in the competent courts.

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***Below, please find our Personal Data Protection Policy regarding the processing our customers' personal data.***

### **Privacy and Confidentiality**

This Privacy Policy and Confidentiality describes our policies and procedures on the collection, use, and disclosure of your information upon using our services and tells you about your privacy rights. We use Your Personal data to provide and improve our services. And by using our services, you agree to the collection and use of information in accordance with this Privacy Policy. We may ask you to provide us with certain personally identifiable information that can be used to contact or identify You. Personally identifiable information may include, but is not limited to:

- First name and last name
- Address, State, Province, ZIP/Postal code, City
- Email address
- Phone number

### **Retention of Your Personal Data**

We will retain your personal data with us only for as long as is necessary. In case the personal data is not used within the span of two (2) years, we shall automatically delete it from our records.

### **Law Enforcement**

We may be required or be compelled to disclose your personal information by requirements of law or by lawful order of the court.

### Use of Your Personal Data

We will use your personal data to contact you by email, telephone calls, SMS, or other equivalent forms of communication for your refund purposes as well as information about our products and updates whenever necessary or reasonable for such implementation. We will use your information to provide you with news, special offers which we offer, and those that are similar to those that you have already purchased unless you have opted not to receive such information. We will use your information to manage your concerns or complaints with us. We may use your information for other purposes, such as data and statistical analysis, identifying usage trends, determining the effectiveness of our products campaigns, and to evaluate and improve our products and services and your experience.

### We may share your personal information in the following situations:

- With affiliates, partners, and subsidiaries that we have control of for the purpose of keeping you up to date with latest products and services, including upcoming events.
- For purposes of transfer of data due to merger or acquisition of company assets, financing.
- With business partners for purposes of offering you certain products, services, or promotions.

### Security and Integrity of Data

We ensure that your data is secure and protected and no data transfer shall take place unless there are adequate controls in place for the protection of your information.

### Security

The security of your data is important to us. However, there is no firm guarantee of 100% security over the internet. Nonetheless, we strive to ensure the protection of your data using commercially acceptable means of security and integrity of data protection.

### Third-Party Web Services

Our services may be utilizing other services that we do not own or have full control of. These services may contain links to a third-party resource. In case you click the link provided, you may be redirected to a web site operated by the third-party. You will be directed to that third party's site. In this regard, we have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

### Changes to this Privacy Policy

We may update our Privacy Policy from time to time and you will be notified in case changes are made via email. You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective upon posting on the website.

## The Customer

**Name**

**Date**

**Signature**

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