

MsGinko REFUND POLICY

Since MsGinko.org is offering non-tangible irrevocable goods we do not issue refunds once the order is accomplished and the Services have been used. If a portion of the Services has been used in accordance with the [Terms and Conditions](#) of MsGinko, a refund for the unused portion of MsGinko Services will be considered, after subtracting all transaction fees. As a Customer you are responsible for understanding this upon purchasing any Service on MsGinko.

Please note that special conditions, including waiver of fees, are offered to our respective partners and are not an issue or eligible for a refund or chargeback.

However, we realize that exceptional circumstance can take place with regard to the nature and character of the services we supply.

Therefore, we DO consider requests for refunds for the following reasons:

- **Non-Delivery of the Product:** Due to mailing issues of your e-mail provider or your own mail (email) server you might not receive a delivery e-mail from us. In this case we recommend contacting us for assistance. Claims for non-delivery must be submitted to our Billing department in writing within 7 days from the order placing date. Otherwise the product will be considered received and downloaded;
- **Major Defects:** Although all the services are thoroughly tested before release, unexpected errors may occur. Such issues must be submitted for our Technical Support Team's approval. We keep the right to rectify the error or defect within 72 hours. If any deficiency is approved and we fail to correct it within 72 hours from the date of the initial complaint letter or any other notification provided by a Customer, a refund will be issued to the Customer in full, minus all transaction fees. OR, according to the Customer's choice, replacement of the product of the same or around the same value can be offered; Please be advised that temporary access to your server can be requested by our technicians in order to identify and fix the possible issues with our Services. Failure to provide such access in a timely manner may result in a delayed resolution of the issue. Refusal to provide access to your sever will result in your inability to qualify for a refund;
- **Product not-as-described:** Such issues should be reported to our Technical Support Department within 7 days from the date of the purchase. Clear evidence must be provided proving that the purchased Service is not as it is described on the website. Complaints which are based merely on the customer's false expectations or wishes are not honoured.

Please note that we do not bear any responsibility and therefore we do not satisfy any refund/return/exchange requests based on incompatibility of our products with third-party software (plug-ins, add-ons, modules, search engines, scripts, extensions etc). We don't guarantee that our products are fully compatible with any third-party programs and we do not provide support for third-party applications.

Our Technical Support Team is always eager to assist you and deliver highly professional support in a timely manner. Thank you for purchasing our products.

Contact Us by phone: +41-22-347-2917. Please allow 12-24 hours for our Support Team to get back to you on the problem.

Requests for a refund are accepted within the period of 1 week after the order is placed. You should accompany this request with detailed and grounded reasons why you would like to apply for a refund. Please make sure your request does not contradict our Terms and Conditions.

A refund is issued to you upon receipt of a Waiver of Copyright signed by you.