

# Refund policy

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Since Smartcloud Solutions C.A. is offering non-tangible products we do accept requests for refunds once an order is accomplished only under exceptional circumstances and just for those products and services directly developed by us. Please note that Smartcloud Solutions C.A. provides no refunds for pay-as-you-go services, in this case you can cancel the subscription at any time by notifying to SmartCloud Solutions so that you are not charged again, but you are responsible for any charges already incurred. As a customer you are responsible for understanding this upon purchasing any product or service.

## **We DO honor requests for the refund on the following reasons:**

**Product or service not-as-described:** such issues should be reported through a claim to our Customer Service Department within 7 days from the date of the purchase. Clear evidence must be provided proving that the purchased product or service is not as it is described on our website and/or proposal for you approved. Complaints which are based merely on the customer's false expectations or wishes are not honored.

**Major defects:** although all the computational solutions are thoroughly tested, unexpected errors may occur. Such issues must be submitted through a claim for our Customer Service 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 formal notification provided by a Customer, the refund will be issued to the customer in full without any compensations or reimbursements. OR, at customer's choice, replacement of the computational solution of the same or around the same value can be offered; please be advised that temporary access to your computational systems can be requested by our technicians in order to identify and fix the possible issues with our computational solutions. Failure to provide such access in a timely manner may result in a delayed resolution of the issue. Refusal to provide access to your systems will result in your inability to qualify for a refund.

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 computational solutions with some third-party system other than those which are specified as compatible in a description available on the preview page of each computational solution. We don't guarantee that our computational solutions are fully compatible with any third-party systems and we do not provide support for third-party systems.

Requests for a refund are accepted through our [support ticket system](#) within the period of 1 week after the order is placed. You should accompany this request with detailed and grounded reasons why you apply for a refund. Please make sure your request does not contradict our Terms and Conditions.

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

## **Contact Us**

Support ticket system: <http://servicedesk.smartcloudsolutions.com.ve>

Phone: +1-786-408-7658

Please give it 12-24 hours for our Customer Service Team to get back to you on the problem.

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