IMQRScan

Refund Policy Of IMQR SCAN

1. Introduction

IMQRSCAN.com values customer satisfaction and aims to provide high-quality digital services. This Refund Policy outlines the circumstances under which refunds may be issued, the process for requesting a refund, and the limitations that apply. By using our services, you agree to this Refund Policy.

2. Eligibility for Refunds

Refund requests are considered only under specific conditions, including but not limited to:

2.1 Non-Delivery of Service

★ If the purchased service was not delivered as promised due to a technical fault on our end.

★ If the customer did not receive the login credentials, activation codes, or access to the purchased service within the agreed timeframe.

★ If the customer encounters technical errors that prevent the use of the service, despite following all provided troubleshooting steps and support recommendations.

2.2 Duplicate Transactions or Incorrect Charges

★ If a customer is charged multiple times for the same service, the excess amount will be refunded.

★ If an incorrect charge is applied due to a system or processing error, a refund will be issued for the overcharged amount.

2.3 Subscription Cancellations

★ Customers may cancel their subscriptions within the eligible refund period, as specified in Section 6.

★ Refunds will be issued if the cancellation request is made within the first 24 hours of the renewal charge.

2.4 Unresolved Technical Issues

★ If a customer experiences significant technical issues with our service that remain unresolved after multiple attempts by our support team.

★ If the service does not function as described and the issue cannot be rectified within a reasonable timeframe.

3. Non-Refundable Situations

Refunds will not be granted under the following conditions:

★ If a customer changes their mind about a purchase.

★ If a customer has already used the service in part or in full.

★ If a customer fails to cancel their subscription before the renewal date.

★ If the issue arises due to incorrect configuration, user errors, or failure to follow setup instructions.

★ If the purchase was made under promotional or discounted pricing, including special offers and lifetime deals.

4. Refund Request Process

4.1 Contacting Support

Send an email to support@imqrscan.com with the subject line: "Refund Request."

4.2 Providing Required Details

Include the order number, payment receipt, and a detailed explanation of the refund request. Provide evidence of the issue, such as screenshots or error messages.

4.3 Processing Time

Refund requests will be reviewed within 5-7 business days. If approved, refunds will be processed within 7-10 business days to the original payment method.

5. Chargebacks and Disputes

★ If a customer initiates a chargeback without first attempting to resolve the issue with our support team, their account may be suspended.

★ IMQRSCAN.com reserves the right to dispute chargebacks and provide evidence of service delivery.

★ If a chargeback is ruled in favor of IMQRSCAN.com, the customer may be permanently banned from using our services.

6. Subscription Cancellation and Refunds

★ Subscriptions must be canceled before the renewal date to avoid charges.

★ If a customer cancels within24 hours of a renewal charge, they may request a refund.

★ Refunds will not be issued for partial use of a subscription period.

★ If a refund is granted, access to premium features will be revoked immediately.

7. Refunds for One-Time Purchases

★ One-time purchases, such as QR code credits, are eligible for refunds only in cases of non-delivery due to a technical issue on our end.

★ Refund requests for used QR codes or services will not be accepted.

8. Exceptional Circumstances

If a customer believes their situation warrants an exception, they may submit a request for review to support@imqrscan.com with a detailed explanation.

9. Policy Changes

IMQRSCAN.com reserves the right to update or modify this refund policy at any time without prior notice. Changes will be posted on this page.

10. Contact Information

For questions or concerns, contact us at: support@imqrscan.com