



# SAFECOMS APPS REFUND POLICY

Claims are allowed within the next two months after the purchase. The refund process is the following:

- Customer requests SafeComs for support using the help desk page on [www.safecom.com.th](http://www.safecom.com.th)
- SafeComs has 15 days starting from the customer request to fix the issue and/or find an agreement
- If issue cannot be fixed or if no agreement has been found between parties after 15 days, SafeComs will decide to refund or not the customer based on the following rules.

The customer will be refunded if one of these conditions is met, and if he agrees to not use the module and delete his copies:

- The issue concerns a bug, that has not been fixed following the claim
- The module is lacking a feature that is advertised in the app description page
- The module does not install properly on the advertised version
- The module infringes rules of the Vendor Apps Guidelines
- The module license is wrong
- Fraud or stolen credit cards

The conditions in which the customer will not be refunded:

- The demand concerns a new feature, not advertised in the description of the module, or in the communication with the vendor
- The module had a bug that the publisher was able to fix following the claim
- The modules work well, but is not satisfying the customer's specific needs