



Refund Policy

Last Updated: 20 July 2024

Overview:

At Browsr, we strive to ensure our customers are satisfied with our service. We understand that sometimes our service might not meet your needs, and you may require a refund. This policy outlines the conditions and process for requesting a refund.

Refund Eligibility:

- Refunds are available within 14 days of the initial subscription purchase.
- Before requesting a refund, please contact our support team to address any issues you may be experiencing. We are committed to helping you resolve any problems.

Refund Process:

- To initiate a refund, please contact our support team by submitting a ticket via our helpdesk or using the live chat feature.
- Provide a detailed explanation of the reason for your refund request.
- Our team will review your request and respond promptly. If your refund is approved, it will be processed back to the original payment method used for the purchase.

Non-Refundable Items:

- Subscription fees after the initial 14-day period are non-refundable.
- Any services that have been fully utilized are also non-refundable.

Chargebacks and Disputes:

- Initiating a chargeback or payment dispute without contacting our support team first may result in the suspension of your services or account.

Contact Information:

Please get in touch with us at the following information if you have any queries or complaints about our terms of use:

- Telephone: +60-11-6301-4690
- Email: legal@sync.com.my

You acknowledge and agree that the terms and conditions set out in this refund policy statement shall apply to your use of our website and services. This statement may be updated or changed as necessary by Browsr. Please visit this page frequently for updates.