

## Refund Policy

Last Updated: 19 July 2024

### Overview:

At Sync dotCom Network, we strive to ensure that our customers are completely satisfied with our web hosting and SaaS solutions. We understand that sometimes unforeseen circumstances may arise, and you might need to request a refund. Our refund policy is designed to be transparent and fair.

### 1. Refund Eligibility:

- Refunds are available within 14 days of the initial purchase for all hosting services (shared hosting, VPS hosting, dedicated servers, and cloud hosting).
- Refunds for SaaS solutions (CRM software, e-commerce platforms, and marketing automation software) are also available within 14 days of the initial purchase.
- Customers must first contact our support team to address any issues or concerns before requesting a refund. We are committed to assisting you and resolving any problems you may encounter.

### 2. Refund Process:

- To request a refund, please contact our support team by opening a ticket at our helpdesk or using our live chat feature.
- Provide specific details regarding the reason for your refund request.
- Once we receive your request, our team will review it and respond promptly. If approved, refunds will be processed to the original payment method used during the purchase.

### 3. Non-Refundable Services:

- Setup fees, add-ons, and domain registrations are non-refundable.
- Subscription fees after the initial 14-day period are non-refundable.
- Any services that have been used or consumed partially or fully are also non-refundable.

### 4. Chargebacks and Disputes:

- If a chargeback or payment dispute is initiated without first contacting our support team, your services or account may be suspended.

Please get in touch with us at the following information if you have any queries or complaints about our copyright and disclaimer statement:

- Telephone: +60 11-6301-4690
- Email: [legal@sync.com.my](mailto: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 Sync. Please visit this page frequently for updates.

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