

Refund Policy

Effective Date: June 19th 2023



This policy delineates the terms and conditions under which refunds may be sought in accordance with the statutory rights of consumers in the United Kingdom.

Refunds may be facilitated through a third-party provider, such as Stripe, or any other provider as we may designate. While we endeavor to ensure a smooth refund process, we cannot be held accountable for any technical or operational issues that may arise during the refund process that are beyond our control.

Customers are entitled to a refund if a request is made within thirty (30) days from the date of order or within fifteen (15) days of the conclusion of the free trial period for annual subscriptions. For monthly subscriptions, a refund may be issued if a request is made within fifteen (15) days from the date of order.

One-time fees, such as onboarding fees, are typically non-refundable unless exceptional circumstances at our discretion dictate otherwise. Refunds will not be issued for partial non-usage of service.

In the event of an unresolved technical issue that falls outside our standard support terms, a refund may be issued for the remaining portion of the current billing period and any subsequent billing periods. However, we reserve the right to refuse a refund request if we determine that the technical issues do not constitute a valid reason for a refund. Customers are required to provide evidence of technical difficulties upon our request.

Customers who have paid their purchase order after the thirty (30) day NET30 basis payment window and subsequently request a refund will not be eligible for a refund unless exceptional circumstances warrant it.

The refund amount will be based on the pre-paid fees covering the remainder of the subscription term and may be adjusted due to discounts or other conditions. The refunded amount will be processed using the original payment method used for the purchase, unless the customer requests a change, except when issuing a refund through the third-party provider.

If the end-customer's purchase is made through a reseller or partner, the refund will be transferred to the reseller or partner, who will be solely responsible for refunding the appropriate amount to the end-customer, unless otherwise specified.

Customers are responsible for keeping track of and requesting a refund within the first thirty (30) days for annual subscriptions and fifteen (15) days for monthly subscriptions, on automatically subscribed terms.

The refund will be issued in the same currency as the original payment, unless otherwise stated. We cannot be held responsible for any fluctuations in foreign exchange rates applied to the refund. We are unable to refund any additional fees incurred by the



customer's payment method (e.g. bank fees) upon original purchase. We reserve the right to charge a non-refundable termination fee.

All eligible customers must submit a refund request to our customer support team at support@syskit.com, along with a reason for requesting a refund, or through the third-party provider, reseller or partner. The third-party provider has its own terms and conditions governing the refund process, which we recommend you review for a comprehensive understanding of their policies. We reserve the right to request additional information or clarification from the customer regarding the refund request. Refund requests will be reviewed on a case-by-case basis.

We may refuse a refund request if it falls outside the eligibility criteria, or if the customer fails to provide the requested documentation. We also reserve the right to refuse a refund if the customer has violated our terms of use or engaged in fraudulent or abusive activities, as outlined in our [Terms of Use](#).

We reserve the right to modify or terminate this refund policy at any time without prior notice. Any changes to the policy will take effect immediately upon the publish date. If you do not agree with such modifications, you must notify us of your objection or termination within thirty (30) days from the publish date, and, if eligible, we will refund any pre-paid fees for the remainder of the terminated subscription term.

Our customer support team is available to assist with refund requests or any other concerns. We are committed to helping you resolve any issues or inquiries related to refunds processed through the third party to the best of our ability. We strive to provide prompt and effective support to ensure customer satisfaction.

Please note that this policy is governed by the laws of the United Kingdom, and any disputes arising out of or in connection with it shall be subject to the exclusive jurisdiction of the courts of the United Kingdom.

