

Software Dynamics Limited - Refund Policy

1. Introduction

This Refund Policy ("Policy") outlines the conditions under which Software Dynamics Limited ("Software Dynamics", "we", "us", or "our") offers refunds for its Software as a Service ("SaaS") products and services (collectively, the "Service").

2. Core Principle

We strive to provide a valuable service to our customers. However, due to the digital nature of SaaS products, full refunds are not always feasible. This Policy aims to be fair and transparent, explaining when refunds may be granted and under what circumstances.

3. Refundable Situations

We understand that unforeseen circumstances can arise. You may be eligible for a full or partial refund in the following situations:

- **Technical Issues:** If you are unable to access the Service due to a technical issue on our end and we cannot resolve it within a reasonable timeframe (typically 14 business days), you may be eligible for a full refund.
- **Accidental Subscriptions:** If you sign up for a paid plan unintentionally and contact us within [number] days of signup requesting cancellation, we will provide a full refund.
- **Money-Back Guarantee:** We offer a 30-day money-back guarantee for first-time purchases of our core plans. If you try the Service and are not satisfied within 30 days of your initial purchase, you may be eligible for a full refund. Please note that this guarantee does not apply to add-on features or enterprise plans.

4. Partially Refundable Situations

In some cases, we may offer a partial refund based on your usage:

- **Mid-Billing Period Cancellations:** If you cancel your subscription after the [number]-day money-back guarantee period but before the end of your billing cycle, you may receive a prorated refund for the remaining unused portion of your billing period.

5. Non-Refundable Situations

Refunds will not be granted for the following:

- **Cancellations after the Money-Back Guarantee Period:** Cancellations after the 30-day money-back guarantee period will not be eligible for a refund.
- **Downgrading Your Plan:** If you downgrade your plan, you will not be refunded for the difference in price between your previous and current plan.

- **Charges Due to User Error:** We are not responsible for charges incurred due to your own error, such as forgetting to cancel your account before the end of the billing period.
- **Usage-Based Charges:** Charges incurred for exceeding your plan's included features (e.g., storage space, API calls) are not refundable.
- **Add-on Features and Enterprise Plans:** Refunds are not offered for purchases of add-on features or enterprise plans due to their customized nature.

6. Requesting a Refund

To request a refund, please contact our support team at billing@softwaredynamicsgroup.com within the applicable timeframe as outlined in Section 3. Please include your account information and a clear explanation of the reason for your request. The more details you provide, the faster we can process your request.

7. Processing Time

We aim to process all complete refund requests within 30 business days of receipt. Refunds will be issued to the original payment method used for purchase. Please note that depending on your bank or financial institution, it may take additional time for the refunded amount to appear in your account.

8. Policy Updates

We may update this Policy at any time. We will notify you of any changes by posting the new Policy on our website. You are advised to review the Policy periodically for any changes. Your continued use of the Service after the revised Policy is posted constitutes your acceptance of the revised Policy.

9. Contact Us

If you have any questions about this Policy, please do not hesitate to contact us at support@softwaredynamicsgroup.com . We are here to help!



SOFTWARE DYNAMICS LTD.
P. O. Box 56465, NAIROBI
TEL: +254 20 2485696 / 0768 341 410
Email: sales@softwaredynamicsgroup.com
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