

REFUND POLICY

INTRODUCTION

Wall ONE is a “online software as a digital services” including the website, mobile applications, social media platforms, provides add-ons, built-in services and application program interfaces.

As a general rule, taking into account your possible opportunity to try the Software for free within “free plan”, a refund is not granted after you have obtained access to another plan the Software. However we reserve the right to review every inquiry on a case-by-case basis.

In case of any issues related to a payment or refund for the payment, please review the information found at Wall One - FAQ or “Get Started” and request us via email support@wall.one

WE PROVIDING FULL REFUND IN CASE

You were not granted access to the Software, or your subscription was not activated within twenty-four (24) hours after full payment was successfully received due to any technical reasons under our responsibility;

The payment was erroneously performed more than once within our control: (a) for any services or products with identical functionalities, and (b) for the same period of usage, and (c) the time interval between repeated payment transactions is no more ten (10) minutes..

To receive a refund, requests must be submitted within twenty four (24) hours after the original payment was made.

WE PROVIDING PARTIAL REFUND IN CASE

You chose a longer subscription period in error (for example: three (3) months instead of (1) month). In these instances, your refund will be prorated, and any discounts that were applied when you subscribed to the Software will be subtracted from the amount we owe you. We will account for partial months in our refund calculation.

The Software was unavailable for a consecutive two (2) hour period because of technical reasons within our control, and without prior notification to you (an “Outage”). In these instances, your refund will be calculated as 1/30 of the monthly subscription price you paid in the month when the Outages occurred for every calendar day when such incidents took place.

To receive a partial refund, requests must be submitted within twenty four (24) hours after:

- the original payment was made in relation to paragraphs;
- the Outage was eliminated in relation to paragraph.

WE DO NOT PROVIDING REFUND IN CASE

1. Your Account has been used for fraudulent activity;
2. You have violated the Client Terms of Use;
3. if the Software was unavailable for the technical reasons with prior notification sent to you by email or displayed to you at the website, mobile application or other ways.
4. the payment at issue was made more than one hundred and eighty (180) calendar days ago.

OTHER WAYS TO PROVIDE REFUND

We may provide you a discount for future services, an extra subscription period or subscription upgrade with a significantly greater benefit instead of a payment refund.

TAXES AND FEES

In case you have received the right for refund please note that all taxes amounts, that we have automatically accrued and paid in accordance with applicable law of jurisdiction you established, are to be excluded from the refundable amount.

We do not responsible for any fees that may be applied by your payment service provider when processing a refund.

WHAT IF I DISAGREE WITH THE REFUND POLICE

By using this Site, you signify your acceptance of this Refund Policy. If you do not agree to this policy, please do not use our Site, Services, apps and products.

You may take advantage of a refund for each disputed payment only once. If partial or full refund is already made then you shall have no right to further contest a refund request or dispute or a third-party payment service provider, bank or financial institution.