Refund and Cancelation Policy. Dispute Resolution.

Last updated May 19th, 2020.

At SOAX we doing our best to deliver our Clients the consistent and sustainable Service. This Refund and Cancellation Policy alongside with the Terms of Use and Service Level Agreement constitutes an entire agreement between Soax Ltd. (The SOAX), and you (The Customer or You). Please read this document carefully before you start using the Service (as it described in Terms of Use and Service Level Agreement) for it will regulate the sensitive process of dispute settlement and moneyback questions may arise out of use of the System.

Dispute Resolution.

Any disputes arising out of Clients access to the Services and/or use of the System shall be resolved subject to Dispute Resolution Procedure set out as follows:
1. Any dispute arising out of the use of the System shall be provided for the Customer Support of SOAX consideration via creating Ticket in your Dashboard, using Intercom chat in your dashboard or by email to: support@soax.com.
2. Please address any inquiries may arise in relation to Refund, Cancelation or Chargeback to the Customer Care using internal chat available in your account or by creating a Ticket through Dashboard in Your account.
3. Please be aware that for security reasons we log Customer Support conversation with the Customers.

Refundable and Non-refundable Events.

You can address request for Refund upon the following conditions are met:
a) The double unintentional payment have been made to **top-up** your Account.
b) The double purchase of the same Bundle occurred and You haven't started to use the second bundle purchased as a result of unintentional double-payment.
c) The System is not available outside the frames set in Service Level Agreement.

Refundable events:
a) The Services provided are inconsistent with the Service Level Agreement.
b) The Customer haven't started to use (transfer data via) the Bundle.

Non-refundable events:
a) The Customer provided incomplete or inconsistent data during the Registration Procedure.
b) The Customer Account blocked or suspended as a result of illegal activities by the Customer.
c) Breach of Customer obligations on Acceptable Use of the System or the Service (as defined in Terms of Use).

d) The Customer have started to transfer and/or receive data through the System subject to Customers purchase of Bundle through Customer dashboard in the System.

e) The Customer purchased Bundle for more than 3 days ago.

f) The quality of Services provided matches the conditions stipulated in Service Level Agreement.

g) The time limitations of Bundle purchased already expired.

h) Connection quality and connection speed are limited to third party capacities and are out of the scope of SOAX control. The SOAX hereby do not guarantee any quality measurements for internet connection quality provided by the third-party Internet Service Providers and you hereby agree that any concern related to the connection speed parameters is a non-refundable event.

i) Denial of Software on The Customer side. As far as The Customer may use third-party and/or proprietary Software (The Customer Software) to access the System and/or for use of the System The SOAX will take no responsibility on Customer Software compatibility with the System.