

Policy of a refund «Memory Light»

Warranty

Each user, after registration on service has the trial period within 7 days from the date of registration.

According to the Law "About Consumer Protection" within 14 days from the date of payment commission you can carry out payment return provided that:

- the received documents confirming payment (cash-memo) are shown.
- The document identifying you is shown.

The sum of return will be carried out into that card account from which payment was made, minus the cost of services of payment aggregators, banks and other financial intermediaries arrived.

To the claim the refund of the acquired item you need to report it to us by e-mail admin@memorylight.net. It is necessary to specify in a body of the letter: number of the created page, date of creation, No. of the payment document, the copy of the document identifying your personality, and also the refund reasons. Then the manager for the purpose of detail coordination and drawing up the application for a refund will contact you.

We provide a full refund:

- when you incidentally paid more than once.

Refund in case of casual repeated payment:

1. Send the application for a refund by means of a form to the address of the administrator.
2. Attach both documents on the made payment.
3. Attach the copy of the document confirming your personality.

We reserve the right to carefully check each inquiry and to refuse a refund:

- when the user demands a refund at once after payment;
- when the user notifies us on change of the decision concerning payment, without explaining thereof reasons;
- when the reasons which prevent the client to use our service properly are accurately designated on our official site (for example if the client demands compensation due to the lack of functions which we never provided and which are not listed among the main opportunities of our service).

How it is possible to return money?

Use communication with the administrator to send the application for a refund.

Pay attention! The inquiry has to be given not later than 30 days from the moment of payment. The form will be taken to processing if it is received not later, than within 1 month from the moment of payment.

Each application is considered attentively and in a private order therefore approval on a refund is not guaranteed.

- The term of consideration of the application makes not less than 14 days from the moment of its sending. In case of approval of inquiry, money will be returned to you on your cash card within 3 days from the moment of approval of the application.
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