

# Refund Policy

**Effective Date:** 26-Apr-2025

At Elgibe Solutions SRL, we strive to deliver high-quality products and customer satisfaction. However, because our product is a digital service that offers immediate value, refunds are limited and subject to the following terms:

## 1. Free Trial Period

We offer a **7-day free trial** for all subscription plans.

During this trial, you can explore and evaluate the Blazor for Kids framework without being charged.

You are not required to pay unless you decide to continue after the trial ends.

If you choose to purchase a subscription after the free trial or manually activate your license earlier, the following refund terms apply.

## 2. Personal Use Subscription

- Once the **Personal Use license** is activated (even during or after the free trial), **no refunds** will be provided.
- This is because the Personal Use plan offers immediate access to digital tutorials, educational content, and resources, which by their nature are non-refundable once delivered and activated.

## 3. Freelancer and Small Business Subscriptions

Refunds are available under the following conditions:

- The refund request is made **within 14 days** from the original purchase date, **AND**
- One of the following situations applies:
  - A technical problem occurred that **we could not fix within 10 business days** after you reported it to our support team.
  - You were **charged twice** for the same order.

If approved, refunds will be issued back to your original payment method, minus any non-recoverable transaction fees, including but not limited to payment processor fees (e.g., Stripe processing fees) and mandatory taxes.

#### 4. Refunds Will Not Be Granted If:

- The subscription has expired or passed the 14-day refund window,
- You have used the software significantly beyond the free trial period,
- You encountered difficulties due to lack of technical knowledge or improper use of the framework,
- You changed your mind after purchasing without any technical issues,
- You provided incorrect information during purchase or activation.

#### 5. Requesting a Refund

To request a refund, please contact us at [info@blazor-for-kids.com](mailto:info@blazor-for-kids.com) within 14 days of your purchase. Include your order number, purchase date, and a description of the issue you encountered.

Refund requests will be evaluated individually. If your request meets the conditions described above, we will process your refund promptly.

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#### 6. Chargebacks & Disputes

- If a chargeback is initiated without prior communication, the account may be **permanently suspended**.
- We encourage customers to reach out to our support team before filing a dispute.

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#### 7. Changes to This Policy

- Elgibe Solutions SRL reserves the right to modify this Refund Policy at any time.
- Updates will be posted on our website, and continued use of our services constitutes acceptance of the revised terms.

For any refund-related inquiries, please contact us at:

**Elgibe Solutions SRL**