

REFUND POLICY

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REFUND POLICY

Refund Policy

EA Converters is committed to customer satisfaction and providing quality software solutions. This refund policy outlines the conditions under which refunds are issued, the procedure for requesting refunds, and the limitations associated with refund eligibility.

Eligibility for Refund:

A refund will be granted if the Software fails to operate as intended due to issues attributable to EA Converters within the first 14 calendar days of purchase.

Refunds will only be processed if all eligibility criteria outlined in this section are met.

Revocation of Access:

Upon processing a refund, your access to the Software, including any license or activation keys, will be permanently revoked.

Non-Transferable:

Refund rights are non-transferable and apply solely to the original purchaser.

Conditions for Refund Approval

A refund request will be approved under the following conditions:

Product Defect:

The Software is non-functional due to technical issues that EA Converters is unable to resolve within the refund period.

Issues caused by EA Converters' fault, such as defective downloads or installation errors, qualify for a refund.

Timely Request:

Refund requests must be submitted within 14 calendar days of the purchase date. Requests made after this period will not be entertained.

Customer Assistance:

The user must demonstrate reasonable effort to resolve the issue by contacting EA Converters' support team and cooperating in troubleshooting attempts.

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Exclusions from Refunds

Refunds will not be issued in the following cases:

User Error or Misuse:

Issues caused by the user, including improper installation, misuse, unauthorized modifications, or failure to follow provided documentation.

Incompatibility:

Refunds will not be granted if the Software is incompatible with a device, system, or configuration not listed in the Software's technical requirements.

Change of Mind:

Refunds are not issued if the user decides not to use the Software after purchase or no longer finds it necessary.

Outside the Refund Period:

Refund requests made beyond the initial 14 calendar days of purchase are ineligible.

Force Majeure:

Refunds are not issued for interruptions caused by external factors beyond EA Converters' control, such as network outages or hardware failures.

Refund Request Procedure

Submitting a Request:

To request a refund, you must contact support@ea-converter.com within 14 days of purchase with the following details:

- i. Proof of purchase (e.g., receipt or order confirmation).
- ii. A detailed description of the issue encountered.
- iii. Steps taken to resolve the issue, including any interactions with the support team.

Evaluation Process:

EA Converters will evaluate your request within 5 business days of receipt.

Additional information or troubleshooting steps may be requested during this evaluation process.

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Refund Decision:

If approved, the refund will be processed within 7-10 business days using the original payment method.

If denied, you will be provided with a detailed explanation of the decision.

Limitations of Refund

One-Time Refund:

Refunds are issued only once per user for the same Software. Subsequent purchases of the same product will not qualify for a refund.

Non-Refundable Services:

Additional services or features purchased separately, such as extended support or custom add-ons, are non-refundable unless explicitly stated otherwise.

Partial Refunds:

Partial refunds are not offered. Approved refunds are issued for the full purchase price of the Software.

Post-Refund Obligations

Termination of License:

Upon refund approval, your license to use the Software is automatically terminated, and any related access is revoked.

Software Removal:

You must uninstall and delete all copies of the Software from your devices and cease further use.

Unauthorized Use:

Continued use of the Software following a refund constitutes a violation of intellectual property rights and may result in legal action.

Customer Support for Refunds

If you encounter an issue that may qualify for a refund, please contact EA Converters' support team at support@ea-converter.com before initiating a refund request. Our team is committed to resolving your concerns promptly and effectively.