

# Refund Policy

## 1. General Provisions

This Refund Policy sets forth the procedure and conditions for refunding payments for services provided by the Open Affect Holdings International B.V. (Open Affect Holdings International Besloten Vennootschap, hereinafter referred to as the Operator) through the website <https://flyxe.cloud>.

## 2. Grounds for Refund

2.1. Refunds shall be made exclusively in the event of non-provision of services due to the fault of the Operator.

2.2. Non-provision of services due to the fault of the Operator means the complete inability to use the paid service for technical reasons under the Operator's control.

## 3. Refund Procedure

3.1. To initiate the refund process, the User must submit a request to the Operator's email address [hi@flyxe.cloud](mailto:hi@flyxe.cloud) with the note "Refund Request"

3.2. The request must specify:

- the reason for the refund request;
- payment details (date, amount, payment method);
- contact information for communication.

3.3. The Operator shall review the refund request within 10 business days from the date of receipt of all necessary information.

## 4. Methods of Refund

4.1. Refunds shall be made using the same method by which the payment for services was made.

4.2. The time for funds to be credited to the User's account depends on the payment system and the issuing bank.

## 5. Final Provisions

5.1. The Operator reserves the right to make changes to this Refund Policy.

5.2. The current version of the Refund Policy is freely available on the Internet at <https://flyxe.cloud/legal/return-policy>.

5.3. For all matters related to refunds, the User may contact the Operator via email at [hi@flyxe.cloud](mailto:hi@flyxe.cloud).

<b>Last update (Laatste update): 13.12.2024</b>
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