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# Eligibility Criteria for Refunds

Eligibility for refunds from DocuPal Demo, LLC, depends on specific circumstances. You may be eligible for a refund if you receive a defective product or if a service is not delivered as promised. Dissatisfaction with a service may also qualify you for a refund, provided you request it within 14 days of the original purchase date.

## Non-Refundable Items and Services

Certain items and services are excluded from our refund policy. Once accessed, digital downloads are non-refundable. Similarly, refunds are not provided for services that have already been rendered. Customized products, tailored to your specific needs, are also non-refundable.

## Required Documentation

To process your refund request efficiently, we require specific documentation. Please provide proof of purchase, such as a receipt or order confirmation. If you received a defective product, include clear photos showing the defect. For service-related issues, a detailed explanation of the problem will help us understand the situation and process your request promptly.

## Refund Request Process

To request a refund, users must complete the "Refund Request" form available on our website. Alternatively, you can contact our customer support team directly via email at [support@docupaldemo.com](mailto:support@docupaldemo.com).

Once your request is submitted, our team will review it carefully. We aim to acknowledge receipt of your refund request within 3-5 business days.

You will receive status updates via email throughout the review process. These updates will keep you informed of the progress and outcome of your request. We may request more information. Please provide it promptly to avoid delays.



# Refund Approval and Denial

Refund requests are subject to careful review. We assess the validity of each claim. Timeliness of the request is also important. We consider any evidence you provide.

We communicate approval or denial via email. If denied, we provide a detailed explanation. You have the right to appeal. To do so, submit additional information to our support team within 7 days of the denial. The support team will review your appeal.

Factors influencing approval include:

- The reason for the refund request.
- Whether the request meets our policy guidelines.
- Supporting evidence provided.

If you do not provide sufficient evidence, it may impact the decision. We aim to be fair and transparent in our process.

## Refund Payment Methods and Timeline

DocuPal Demo, LLC offers refunds via credit card, PayPal, or store credit. No fees or deductions are applied to refunds.

### Refund Methods and Processing Times

Payment Method	Processing Time
Credit Card	7-10 business days
PayPal	3-5 business days
Store Credit	Immediate

## Partial Refunds and Store Credit

Partial refunds may be issued in situations where only a portion of a service was not completed or if a product has a defect affecting only part of its functionality. The amount of the partial refund will be determined on a case-by-case basis,



considering the extent of the недоставленного service or the impact of the defect.

## Store Credit Option

With your consent, refunds can be issued as store credit instead of a direct refund to your original payment method. Store credit can be used for future purchases of products or services from Docupal Demo, LLC.

## Store Credit Terms

Store credit will expire twelve (12) months from the date it is issued. After this expiration date, the store credit will no longer be valid.

# Impact of Cancellations on Refunds

DocuPal Demo, LLC provides refunds based on when a service is cancelled. You can cancel service up to 24 hours before it starts. If you cancel before the service begins, you'll get a full refund.

## Mid-Service Cancellations

If you cancel a service after it has already started, you may receive a partial refund. The refund amount will depend on how much of the service has been provided. We do not deduct cancellation fees from any refunds.

# User Rights and Obligations

As a user of DocuPal Demo, LLC, you are entitled to a fair and transparent refund process. This policy outlines your rights and responsibilities related to refunds.

## User Rights

You have the right to receive a refund if you meet the conditions outlined in this policy. This includes the right to a clear explanation of the refund process and criteria. You also have the right to appeal a refund decision if you believe it was made in error.



## User Obligations

To ensure a smooth refund process, you must provide accurate and complete information when requesting a refund. You are also responsible for adhering to the timelines specified in this policy for submitting refund requests. Cooperation with our support team during the review process is essential. You are expected to communicate directly with service providers to resolve issues before seeking mediation from DocuPal Demo, LLC.

## Dispute Resolution and Contact Information

We are committed to resolving any refund disputes fairly and efficiently. If you disagree with a refund decision, please contact our dispute resolution team. Send an email to [disputes@docupaldemo.com](mailto:disputes@docupaldemo.com). Include all relevant documentation to support your claim.

If we cannot resolve the issue through our internal process, we offer mediation. This involves a neutral third-party service, but requires agreement from both parties.

### Contact Information

You can contact Docupal Demo, LLC through the following channels:

- **Email:** Available via our website
- **Phone:** Available via our website
- **Live Chat:** Available on our website

Our mailing address is: 23 Main St, Anytown, CA 90210, United States.

## Policy Updates and Amendments

Docupal Demo, LLC may update this Refund Policy periodically. This allows us to adapt to changing legal and business needs. We review the policy at least once per year. Reviews may also occur more frequently. This depends on new laws or changes to our business practices.



## Notification of Changes

When we update this Refund Policy, we will notify users. Notification will occur via email. A notice will also be posted on our website. These notifications will be made prior to the date the changes go into effect.

## Effect on Past Claims

Updates to this Refund Policy will not affect refund claims submitted before the update date. The policy in effect at the time of the refund request will apply.

# FAQ Section

## Frequently Asked Questions (FAQ)

### General Refund Inquiries

This section addresses common questions about our refund process. We aim to make our policies clear and accessible.

#### How long does a refund take?

Refund processing times vary. Generally, you can expect to see the refund reflected in your account within 7-10 business days after approval. The exact time depends on your original payment method and financial institution.

#### What happens if my refund is denied?

If your refund request is denied, we will provide a clear explanation of the reason for the denial. You will have the opportunity to provide additional information or appeal the decision if you believe there has been an error.

#### Can I get a refund for a partially used service?

Refunds for partially used services are assessed on a case-by-case basis. The availability of a partial refund depends on the nature of the service, the amount of usage, and the specific terms outlined at the time of purchase. Contact our support



team with details for review.

We regularly update this FAQ to reflect user feedback and policy changes. We hope this clarifies our refund procedures and reduces any confusion.

