



STARSHINE FX

# CHARGEBACK AND REFUND



## **CHARGEBACK AND REFUND**

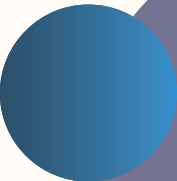
We are Starshine FX , believe in providing complete satisfaction to our customers. By using our “Customer Service Agreement” and other terms and conditions we believe that the acceptance has been offered by a customer/user in a healthy state of mind. In this situation, if a customer places a request for any of our service or product, we believe that the client has read all the terms and has understood them thoroughly. We provide software products and digital services. All the refunds are subject to the sole discrimination of the finance department of Starshine FX.

## **CHARGEBACK POLICY**

A chargeback is a provision by banks and card networks such as Visa & MasterCard to protect buyers from unauthorized or fraudulent payments. A customer has a time frame of 120 days to file a chargeback, which means your sales are reversible for that time period.

## **REFUND POLICY**

If you wish to submit a request for refund, you need to get in touch with the support team along with your purchase details within 90 (ninety) days of availing any service or product. Do not forget to mention your invoice and order number which you received via email after placing an order. You need to mention the reason for requesting a refund which will be processed only after the approval from the concerning team. The fee charged towards a service or product would be subject to refund only after approval from the Support Team and/or from the third-party rendering the service. We process refunds within 21(twenty-one) days from the date of the request if they have been approved by the team. If the payment has been made by credit card, the refunds will be issued to the original credit card used at the time of purchase. The refund would be made to the same account in case the user uses a payment gateway.







**EMAIL**

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**WEBSITE**

[www.starshinefx.in](http://www.starshinefx.in)