

## Refund Policy

By using our services and engaging in transactions with the Provider, you acknowledge and consent to the terms and conditions outlined in our Refunds Policy. Acceptance of this Policy is a prerequisite for using our services and initiating refund requests.

When using our services and conducting transactions, you indicate your agreement with and consent to the terms and conditions specified in the Refunds Policy. This includes understanding the limitations, eligibility criteria, and refund procedures.

We are dedicated to providing excellent service to our customers. To address situations where you feel you have received subpar service from us, we have established the following refund policy:

### 1. Eligibility Criteria

1.1. To be eligible for a refund under our Substandard Service Refund Policy, the following conditions must be met:

1.2. Service Quality: The service received must significantly fall below the standards promised or expected.

1.3. Reporting Timeframe: Issues causing dissatisfaction should be reported within three working days from the date the service was provided. Requests made after this period may not be considered for a refund.

1.4. Valid Refund Grounds: Refunds will only be considered for valid grounds, such as billing errors, overcharges, or service provision discrepancies as outlined in our Refunds Policy.

1.5. Supporting Documentation: Customers must provide any necessary supporting documentation, evidence, or information as requested by our customer support or refunds team to substantiate their claim.

1.6. Original Payment Method: Refunds can only be processed to the original payment method and cannot be received by another person.

1.7. Compliance with Terms and Conditions: Customers must adhere to the terms and conditions of their agreement with the Provider. Breach of these terms and conditions may affect eligibility for a refund.

1.8. If these criteria are not met, the Provider reserves the right to deny the refund request.

1.9. If you have any questions regarding the Refund Policy, please contact us via email at [support@lollipop.com](mailto:support@lollipop.com)

### 2. Limitations on Post-Purchase Refunds

2.1. After a purchase or transaction is completed, specific limitations and restrictions apply to refund requests. It is crucial for customers to be aware of these restrictions when considering a refund:

2.2. Time Limit: Refund requests are typically subject to specific timeframes outlined in our Refunds Policy. Once this timeframe expires, initiating a refund becomes unfeasible.

2.3. Exceptional Cases: Refunds can only be processed in exceptional cases that meet the Eligibility Criteria.

### 3. Compensation after Assessment

3.1. The access fee may be reimbursed to a qualified trader after completing the Assessment by the Provider Partner and is not considered a refund.

3.2. The Client acknowledges that they are not entitled to request a refund of the access charge from the Provider.

### 4. Discretionary Refunds

4.1. Some refund requests may be subject to discretionary review by our team. While we aim to be fair and reasonable, we reserve the right to make determinations based on the specific circumstances of each request.

### 5. Refund Process

5.1. Our refund process is designed to offer a fair and efficient mechanism for eligible customers to request and receive refunds. Here's an overview of the refund process:

5.2. Request a Refund: Customers can initiate the refund process by submitting a refund request through the client's Personal Area.

5.3. Review and Decision: Upon receiving a refund request, our dedicated refunds team will review the request and assess its validity based on the eligibility criteria defined in our Refunds Policy. This may involve requesting additional information or documentation from the customer.

5.4. Notification of Decision: We will promptly inform the customer of the outcome of their refund request. This notification may include whether the request has been approved or denied, along with relevant details or explanations.

5.5. If the Refund is approved, we will proceed with the refund process. The timing and method of refund disbursement will generally align with the terms specified in our Refunds Policy.

5.6. If the Refund is denied, the request does not meet the eligibility criteria or there are other valid reasons for denial, we may provide a clear explanation to the customer regarding the decision. The decision regarding the refund is final and not subject to appeal.

5.7. Communication and Transparency: Throughout the refund process, we aim to maintain open and transparent communication with the customer, providing updates and information as necessary to ensure a clear understanding of the process and the status of their request. However, the refund process can be complex as the decision may depend on various factors, including the Provider's partners (third parties). In such cases, answers can be provided after the decision of the third parties and/or information from them.

5.8. A full refund of the service fee will be processed to the original payment method.

5.9. The refund will be processed by the Provider within 30 business days from the confirmation of substandard service. Please note that the total refund period depends on the Provider's payment service provider (third party).

5.10. Specific details, timelines, and additional procedures related to the refund process can be found in our Refunds Policy. If you have any questions about the Refund Process, please contact us via email at [support@lollipop.com](mailto:support@lollipop.com).

## 6. Exclusions

6.1. Refunds do not apply to transactions or purchases that do not meet the eligibility criteria as defined in our Refunds Policy. It is the customer's responsibility to ensure that their request aligns with the specified conditions for refunds.

6.2. Refunds will not be granted for transactions or services in cases of deliberate misuse, abuse, or fraudulent activities, as determined by our team. This includes but is not limited to any attempt to deceive, manipulate, or exploit our refund process.

6.3. Customers are expected to comply with the terms and conditions of their agreement with the Provider. Failure to do so may result in the exclusion of refund eligibility.

6.4. Force Majeure: Refunds cannot be provided for events or circumstances beyond our control, such as natural disasters, acts of terrorism, or other unforeseen and uncontrollable incidents.

6.5. Customized or Personalized Products: Refunds may be excluded for digital goods, downloads, or electronically delivered products once they have been accessed or downloaded, as specified in our Refunds Policy.

## 7. Required Documentation

7.1. To facilitate the refund process, customers must provide the following documentation:

7.2. Details of the substandard service received.

7.3. Relevant supporting evidence, such as photographs, videos, or documentation highlighting quality issues.

7.4. Transaction details.

7.5. Proof of purchase.

7.6. Description of the issue.

7.7. Contact information.

7.8. Account information (if applicable).

7.9. Consent for verification.

7.10. The specific documentation and information required may vary depending on the nature of your refund request and the terms outlined in our Refunds Policy. Providing complete and accurate documentation will expedite the review process and ensure fair and prompt assessment of your refund request.

7.11. To accept your refund request, we may also request proof of your identity and the basis for the request.

## 8. Changes to this Refund Policy

8.1. The Provider reserves the right to modify or update this Refund Policy at any time without prior notice. Changes become effective upon posting on the Website or through other communication channels. It is your responsibility to periodically review this Refund Policy for any changes.

8.2. By continuing to use the Services after any modifications to the Refund Policy, you acknowledge acceptance of the revised terms. If you disagree with the changes, you should discontinue using our services.

8.3. The Provider may also provide notice of significant changes to the Refund Policy through email or other communication methods to ensure awareness of such changes.

## 9. Chargebacks

9.1. A chargeback is a process that allows a customer to dispute a transaction through their payment card issuer. While we are committed to addressing refund requests through our established process (as outlined in our Refunds Policy), customers should consider the following important considerations regarding chargebacks.

9.2. We strongly encourage customers to contact our customer support team and use our internal dispute resolution procedures to address transaction-related issues before initiating a chargeback. Please contact us first.

9.3. A chargeback should generally be considered a last resort when all other attempts to resolve a dispute have been exhausted. Initiating a chargeback without prior communication may delay the resolution process.

9.4. It is important to be aware that initiating a chargeback without prior notification may have consequences, including potential suspension or termination of your account or access to our services in accordance with our Terms and Conditions.

9.5. Chargebacks may involve associated fees or costs imposed by payment card issuers or financial institutions. Customers should be aware of these potential costs before proceeding with a chargeback.

9.6. In the event that fees are charged to the Provider for a chargeback without initial notification, the Client agrees to compensate for them as prescribed.

## 10. Contact Information

10.1. For any inquiries about the Refund Policy, please contact us via email at [support@lollipop.com](mailto:support@lollipop.com).