

# Refund and Cancellation Policy for KeepSilent

Effective Date: April 18, 2025

At KeepSilent, we are committed to delivering high-quality software development services and ensuring a seamless user experience. This Refund and Cancellation Policy outlines the terms and conditions regarding refunds and cancellations for our platform and services.

## 1. General Policy

- 1.1 This policy applies to all users of the KeepSilent platform who purchase or subscribe to our services.
- 1.2 By using our services, you agree to the terms outlined in this Refund and Cancellation Policy.

## 2. Eligibility for Refunds

Refunds are granted under the following circumstances:

- 2.1 **Technical Errors:** If a payment is processed incorrectly due to a technical issue on our platform, we will provide a refund for the affected transaction.
- 2.2 **Service Unavailability:** If KeepSilent fails to deliver the purchased service due to platform downtime or other technical issues caused by us, a prorated refund may be issued.
- 2.3 **Double Charges:** In case of accidental double billing, we will refund the duplicate amount.

## 3. Non-Refundable Situations

Refunds will not be granted for the following:

- 3.1 **Change of Mind:** Refunds are not issued if you decide to discontinue using the service for personal reasons.
- 3.2 **Improper Use:** Refunds will not be provided if services are misused, including violations of our Terms and Conditions.
- 3.3 **Third-Party Services:** Payments made to third-party platforms or providers associated with KeepSilent are non-refundable and are governed by their respective policies.

## 4. Cancellation Policy

### 4.1 Subscription Plans

- Users may cancel their subscriptions at any time through their account settings.

- Upon cancellation, services will remain active until the end of the current billing cycle, but no further charges will be applied.
- No refunds will be provided for unused portions of the subscription period.

## 4.2 One-Time Purchases

- All one-time purchases, such as project development fees or other non-recurring services, are non-refundable once delivered.

# 5. Refund Request Process

To request a refund:

5.1 **Contact Us:** Submit your request via email at [support@keepsilent.dev](mailto:support@keepsilent.dev) with the following details:

- Full Name
- Contact Information
- Transaction ID or Receipt Number
- Reason for Refund Request

5.2 **Verification:** Once we receive your request, our support team will verify the details and eligibility for a refund.

5.3 **Decision:** You will be notified via email about the outcome of your request within 7-10 business days.

## 6. Refund Timeline

6.1 Refunds will be processed within 7-10 business days after approval.

6.2 The time for the refund to reflect in your account may vary based on your bank or payment provider.

## 7. Changes to the Policy

KeepSilent reserves the right to amend this Refund and Cancellation Policy at any time. Updates will be posted on this page, and the "Effective Date" will be revised accordingly.

## 8. Contact Us

If you have any questions or require assistance regarding refunds or cancellations, please contact us:

- **Email:** [support@keepsilent.dev](mailto:support@keepsilent.dev)
- **Phone:** +380665832642
- **Address:** Kyiv, Ukraine, Tyrasploska 47 street, office 1

By using the KeepSilent platform, you agree to this Refund and Cancellation Policy.