



Townstech Refund Policy

Thank you for choosing Townstech. This Refund Policy outlines the terms and conditions regarding refunds for our services. By using our services, you agree to comply with this refund policy.

1. Refund Eligibility

1.1 Services: Refunds are considered on a case-by-case basis for specific services provided by Townstech. Not all services may be eligible for a refund.

1.2 Subscription Services: Subscription fees are generally non-refundable once charged. Refund requests for subscription services will be evaluated based on individual circumstances.

2. Refund Process

2.1 Refund Requests: To request a refund, users must submit a ticket on our system (<https://townstech.net>) while logged in with their client account.

2.2 Required Information: Refund requests must include relevant information, such as the reason for the refund, transaction details, and any supporting documentation.

3. Grounds for Refund

Refunds may be considered under the following circumstances:

3.1 Service Disruption: Refunds may be issued if Townstech fails to deliver the promised services, and the disruption is not caused by the user.

3.2 Duplicate Charges: In the event of accidental duplicate charges, Townstech will investigate and refund the duplicate payment.

3.3 Unsatisfactory Services: Refunds may be considered for specific services if the user is dissatisfied, subject to evaluation by Townstech.

4. Non-Refundable Services

The following services are generally non-refundable:

4.1 Subscription Renewals: Subscription fees for renewals are non-refundable once charged.

4.2 Domain Registrations: Fees for domain registrations are generally non-refundable.

5. Refund Timeline

5.1 Processing Time: Refund requests will be processed within 3 days of receipt. The actual refund may take additional time to reflect in the user's account.

6. Payment Methods

Refunds will be issued using the same payment method used for the original purchase. If this is not feasible, alternative arrangements may be made.

7. Amendments to the Policy

Townstech reserves the right to amend this refund policy at any time. Users will be notified of any changes, and continued use of our services constitutes acceptance of the updated policy.

Contact Information:

If you have any questions or concerns about this policy, please contact us at support@townstech.net