TECA REFUND POLICY

ACCEPTABLE GROUNDS FOR ISSUING A REFUND

You are eligible for a refund:

- If you did not download the software from our site, you did not request support and requested your refund within 14 days of purchase.
- Stolen credit card. In this case we kindly request that you ask for a refund instead of filing a chargeback request with your bank.

WE DO NOT ISSUE REFUNDS UNDER THE FOLLOWING CIRCUMSTANCES

- You've changed your mind
- You've decided our product is "Not what I need"
- You've decided to stop using the software
- You've found a different solution
- Your purchase is older than 14 days (no exceptions)

REFUND PROCESSING

Refunds are processed by the same payment processor you used to subscribe. Refunds are issued up to 7 business days after they are requested. The actual date of receiving the refund depends on the payment processor and the method of payment. Refunds through a credit card company take time. This period of time is outside our control.

UPDATES TO THIS POLICY

This refund policy can be updated at any time, without prior notice and is applicable immediately and retroactively for all subscriptions and subscribers. It is considered an integral part of our Terms of Use and its acceptance is mandatory for all users.