

Refund Policy

Thank you for choosing our web solutions at abicegypt.com. We strive to provide high-quality services and ensure customer satisfaction. However, we understand that there may be situations where a refund is necessary. This refund policy outlines the circumstances under which refunds will be provided.

Software as a Service (SaaS) Subscription:

We offer subscription-based services for our web solutions. These subscriptions are billed on a recurring basis (monthly, annually, etc.). Refunds for SaaS subscriptions are subject to the following conditions:

a. Free Trial Period:

If we offer a free trial period for our services, you can evaluate the service before making a purchase. During the trial period, no charges are applied. Therefore, no refunds will be issued for the trial period.

b. Monthly Subscriptions:

For monthly subscription plans, you can request a refund within the first 7 days of your initial subscription. After the 7-day period, no refunds will be provided for monthly subscriptions.

c. Annual Subscriptions:

For annual subscription plans, you can request a refund within the first 30 days of your initial subscription. After the 30-day period, no refunds will be provided for annual subscriptions.

Service Disruptions and Technical Issues:

We strive to maintain the highest level of service availability and resolve any technical issues promptly. In the event of service disruptions or technical issues, we will make every effort to rectify the situation and provide appropriate assistance. However, these issues do not automatically qualify for refunds unless they are caused by our failure to provide the agreed-upon services.

Non-Refundable Services and Products:

Certain services and products may be non-refundable. These may include, but are not limited to, domain registrations, SSL certificates, custom development work, and third-party integrations. Please inquire about the refundability of specific services and products before making a purchase.

Refund Process:

To request a refund, you must contact our customer support team at [contact details]. We will review your refund request and assess it based on the eligibility criteria outlined in this refund policy. If your request is approved, we will initiate the refund process as soon as possible. Depending on your original payment method, it may take a few business days for the refund to be processed and reflected in your account.