

# Return Policy

## 1. Scope

This return policy applies exclusively to digital products purchased through our website.

## 2. Right of Withdrawal

Due to the nature of digital products, there is no automatic right of withdrawal after purchase. However, exceptions may be considered in certain situations as outlined below.

## 3. Criteria for Refund

Refunds for digital products will only be considered in the following cases:

- The product is technically flawed and unusable.
- The product does not match the description on the website.
- An unintentional purchase, provided the product has not been downloaded or activated.

## 4. Exclusion from Refund

Refunds will not be granted in the following cases:

- The product has already been downloaded or activated.
- The customer changes their mind after the purchase, without there being any fault in the product.
- The product is returned for reasons beyond our control (e.g., personal preferences, incompatibility with other software products).

## 5. Refund Process

To request a refund, please send an email to our customer service ([info@k-und-c.com](mailto:info@k-und-c.com)) with your order number and a detailed description of the issue. Our support staff will review your request and inform you of the decision.

## 6. Refund Processing Time

Approved refunds will be processed within 7 business days. The credit will be issued to the original method of payment.

## **7. Changes to this Policy**

This return policy may be updated from time to time. Customers are advised to regularly check this page for any changes.