

## **REFUND POLICY**

Thank you for shopping at PrimeQA Solutions.

If, for any reason, You are not completely satisfied with a purchase We invite You to review our policy on refunds and returns.

The following terms are applicable for any products that You purchased with Us.

### **INTERPRETATION**

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

### **DEFINITIONS**

For the purposes of this Return and Refund Policy:

Company (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to PrimeQA Solutions.

Goods refer to the items offered for sale on the Service.

Orders mean a request by You to purchase Goods from Us.

Service refers to the Website.

Website refers to PrimeQA Solutions, accessible from <https://PrimeQAsolutions.com>

You means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

## **YOUR ORDER CANCELLATION RIGHTS**

You are entitled to cancel Your Order within 14 days without giving any reason for doing so.

The deadline for cancelling an Order is 14 days from the date on which You received the Goods or on which a third party you have appointed, who is not the carrier, takes possession of the product delivered.

In order to exercise Your right of cancellation, You must inform Us of your decision by means of a clear statement. You can inform us of your decision by:

By email: [piyush@primeqasolutions.com](mailto:piyush@primeqasolutions.com)

We will reimburse You no later than 14 days from the day on which We receive the returned Goods. We will use the same means of payment as You used for the Order, and You will not incur any fees for such reimbursement.

## **CONDITIONS FOR REFUNDS**

In order for the Goods to be eligible for a return, please make sure that:

The Goods were purchased in the last 14 days

The Goods are in the original packaging

The Services offered has not been started yet. Once any work has been started and confirmation given via email than we will not accept any refund request especially for services we offer.

## **CONTACT US**

If you have any questions about our Returns and Refunds Policy, please contact us:

By email: [piyush@primeqasolutions.com](mailto:piyush@primeqasolutions.com)