

Refund Policy

Last updated: 05/31/2024

At Ake.net ("we", "us", "our", or "Company"), we strive to deliver consistent and sustainable services to our clients. This Refund and Cancellation Policy, along with our Terms of Use, constitutes the process of dispute resolution and refund, that may arise from the use of our system to Client ("You"). Please read this document carefully before using our services.

1. General provisions of Refund Initiation and Processing Time

- **Refund Initiation:** Requests for refunds must be initiated within 72 hours after the purchase.
 - **Refund Processing:** Approved refunds will be processed within 14 days from the date of the refund request.
 - **Discretionary Refunds:** In certain circumstances, at our sole discretion and goodwill, we may issue refunds outside of these conditions.
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2. Dispute Resolution

If you have any disputes arising from your use of our services, please follow the Dispute Resolution Procedure outlined below:

- **Customer Support:** All inquiries related to refunds, cancellations, or chargebacks should be directed to our Customer Support team.
 - **Security Logging:** For security reasons, we log all Customer Support conversations with our customers.
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3. Refundable and Non-Refundable Events

3.1 Refundable Events

You may request a refund under the following conditions:

- **Double Payment:** An unintentional double payment was made to top up your account.
- **Double Purchase:** An unintentional double purchase of the same bundle occurred, and the second bundle has not been used.
- **Service Inconsistency:** The services provided are inconsistent with our Terms of Service.

3.2 Non-Refundable Events

Refunds will not be issued under the following conditions:

- **Incomplete Registration:** You provided incomplete or inconsistent data during the registration process.
- **Trial Period:** The trial period is non-refundable, including situations where a promo code was used along with topping up the balance, and funds were spent from the general account.
- **Account Suspension:** Your account was blocked or suspended due to illegal activities.
- **Acceptable Use Violation:** You breached your obligations on acceptable use of the system or the service as defined in our Terms of Use.
- **Data Transfer Initiated:** You have started to transfer and/or receive data through the system.
- **Original Payment Details:** Refunds are only possible to the original payment method used for the transaction.
- **Service Quality Compliance:** The quality of services provided matches the conditions stipulated in the Terms of Service.
- **Bundle Expiry:** The time limitations of the purchased bundle have already expired.
- **Connection Quality:** Connection quality and speed are dependent on third-party providers and are out of our control. We do not guarantee specific quality measurements for internet connection speed provided by third-party Internet Service Providers.
- **Software Compatibility:** We do not take responsibility for compatibility issues between your third-party or proprietary software and our system.

4. Amendments to the Policy

We reserve the right to modify or replace this Refund Policy at any time. Any changes will be effective immediately upon posting on our website. We will alert you about any changes by updating the "Last updated" date of this Policy, and you waive any right to receive specific notice of each such change. It is your responsibility to periodically review this Policy to stay informed of updates. You will be subject to, and will be deemed to have been made aware of and to have accepted, the changes in any revised Policy by your continued use of the Services after the date such revised Policy is posted.

5. Contact Us

If you have any questions about this Refund and Cancellation Policy, please contact us at:

support@ake.net

By using our services, you acknowledge that you have read, understood, and agree to be bound by this Refund and Cancellation Policy.