

# Doo Holding Group Limited

## Refund Policy

This Refund Policy shall be subject to our Terms and Conditions which you could find on our website and is to ensure you reserve the right to receive a refund if the service process has not yet been initiated. This implies that absolutely no steps have been taken by the Doo Holding Group Limited technician to resolve your issue or to answer your questions.

We provide a guarantee of refunding your deposit on the initial incident, and the refund amount shall not exceed 50% of your deposit. “Initial incident” implies a situation where you contact us for the first time with a specific computer or technology problem or question. It is the responsibility of us to resolve the problem or answer the question accurately. We must be allowed all opportunities to resolve the issue. What is considered “all opportunities” varies depending on the nature of the issue and will be defined at the discretion of a technician, agent, supervisor, and/or manager on behalf of us. If we are unable to fully resolve your problem, or answer the question after exhausting all possible methods of a resolution, a refund may be issued, but it shall be depended case by case.

Where there is a case applicable to Refund Policy, we cannot guarantee the refund processing time. Generally, the processing time shall be 7 working days upon your services termination without consideration of any public holiday or force majeure.

Where we have resolved any issue or answered any question, even if it is not the initial incident, the Refund Policy shall not be applicable and you are not entitled to receive a refund for any services – either fully or partially.

You are not allowed to terminate our services without mutual consent in order to receive a refund prior to our finding a solution or exhausting all opportunities to resolve the issue. The support process must be allowed to be fully vetted in order for a refund to be considered, regardless of the reason.

You shall know that the Refund Policy shall not be applicable for already billed services. In the case of any termination, the remaining duration of your service plan will be calculated and future billings will cease – the technical support service is then no longer active at the end of the last billing term. We do not

provide partial or pro-rated refunds for time unused. Refunds are not allowed in cases of a failure to resolve issues outside of the initial billing of any service option.

Where you decide to terminate your services, you must directly contact us to cancel any ongoing service.

We reserve the right to cancel, refund or suspend service for any reason. In cases of service cancellations, we will fairly assess case by case and provide refunds.

We shall not be responsible for any kind of hardware related issues, you are recommended to contact your products manufacturer in case you are facing hardware related issues.

We may cancel standard service offerings at any time at a reasonable ground. However, cancellation of a service does not necessarily entitle the you to a refund.