

# Refund Policy

What information do we collect?

For subscription based plans, a full refund will be issued if the customer gives a valid reason for the dissatisfaction within the first 30 days from the date of subscription. If paid by credit card, refunds will be issued to the original credit card provided at the time of purchase and in case of Payment Gateway Name payments refund will be made to the same account

## Cancellation Policy

As per EPC Services the consumer can cancel his/her services at any point of time, if the customer is not satisfied with the services and solution provided by EPC Services.

## Data Back & Your Responsibilities

- You are solely responsible for maintaining and backing up all information, data, text or other materials (collectively "customer data") and software stored on your device and storage media before ordering the services. You acknowledge and agree that EPC Services or its referral partners have no responsibility or liability under any circumstance at any time for any loss or corruption of customer data, software or hardware that may arise out of the services. If you wish to order data backup services which are sold separately and subject to separate terms of service and privacy policy.
- We do not provide separate backup copies or support installation of unlicensed software to customers. Please ensure that you have a licensed copy of all necessary software

## YOUR RESPONSIBILITIES

- In order to receive EPC Services services, you must have:
  - Full access (including any required licenses) to the hardware and/or software that is related to the software or hardware problem; and
  - Complete back-up of any data, software, information or other files stored on your computer disks and/or drives that may be impacted.
- EPC Services is not responsible for any loss, corruption or alteration of data, software or files that may result from our technicians or the acts of EPC Services technicians. You are solely responsible for any and all restoration and reconstruction of lost or altered files, data, or programs.
- You are responsible for ensuring that any information or data disclosed to EPC Services is not confidential or proprietary to you or any third party.
- You hereby grant EPC Services permission to view, access and modify your computer, computer (including registry) settings and any related software or peripheral equipment, including all data, hardware and software components, in order to avail EPC Services tech support.

- You acknowledge and agree that you are the owner or authorized user of any hardware or software about which you are contacting EPC Services technician.
- You agree to cooperate with and follow instructions provided by EPC Services technicians and acknowledge that such cooperation by you is essential to delivery of EPC Services