

## Refund Policy

Last revised on April 4<sup>th</sup>, 2024

Effective this 4<sup>th</sup> day of April 2024, **Domenart Ltd., Company Number 14335756**; If you live in the USA, this Refund Policy apply between you and: **IT Help Services LLC, Company Number 2023-001207401**, collectively referred to as “**MilanaDate**” (<https://milanadate.com> “we”, “us”, or “our”) is committed to provide services for worldwide users. We have prepared this Refund policy to describe the refund policy, applicable on our official website - <https://milanadate.com> for you as our user.

**MilanaDate** (<https://milanadate.com>) guarantees to any it’s User his/her right for refund, in case if such User is not satisfied with the quality of the provided Services. Furthermore, MilanaDate declares that its User has the right to change his/her mind in case if the User’s Account was already funded and to request his/her Funds to be returned. Every Refund is treated by MilanaDate with reasonable care and skill. Note:

- This Refund Policy concerns exclusively Services fees and all purchases available on our official website <https://milanadate.com>.
- This Refund Policy covers only transactions, made by the User by indication of his/her card payment information on the official website <https://milanadate.com>, related to the purchase of services and products, available on the above mentioned website.
- Hereby, MilanaDate undertakes to make its best efforts to assist the Users in case of any disputes related to refunds of purchased services and products on the official website <https://milanadate.com>.
- Refunds in excess of the original amount are prohibited.

### 1. General Conditions

The User who has paid for the purchase of MilanaDate Services, i.e. paid a transaction fee, or has funded his account may request a Refund in accordance with the Eligibility Criteria as further set out herein. Refund will only be considered where the User complies with the Eligibility Criteria in full. Where the User fails to meet any of the Eligibility Criteria, MilanaDate shall have the right, in its sole discretion, to decline the User’s request for a Refund. In order to apply for a Refund, the User must request and complete a Refund Form and send the respective form to the MilanaDate support address. You can obtain the Refund Form under request sent to [info@milanadate.com](mailto:info@milanadate.com).

To prevent Prohibited Conduct, all payments for the purchased services/products on the official website of MilanaDate as well as the information related to Refund may be verified exclusively by MilanaDate. In such case, MilanaDate may request the User to provide certain documents,

including, but not limited to, identification documents, copy of the User's Payment Card and Invoice or/and any other proof of the fact that disputed payment was made. In case if the User fails to provide appropriate documents or information within three (3) Business days upon the MilanaDate request or in case of any doubts as to authenticity of provided documents, then MilanaDate shall be entitled to decline the User's Refund request. MilanaDate shall process the User's Refund Form as soon as is reasonably practicable. Response times will vary depending on stated reasons for the request. In any case, MilanaDate shall notify the User on the outcome of the request in accordance with the timescales set out herein. Refund requests will only be approved or declined after meticulous verification, made by MilanaDate.

**NOTE:** Submission of Refund Form to the official website of MilanaDate does not guarantee that the User's request will be satisfied.

## **2. Refund Eligibility Criteria**

- (i) All requests for Refund will only be accepted where notice is received by MilanaDate no later than forty-eight (48) hours after making the Transaction.
- (ii) Notice mentioned in para (i) above should be provided to MilanaDate by completing the Refund Form.
- (iii) Completed Refund Form should be sent to the MilanaDate electronic address with ' Refund Request' in the subject line.

## **3. Processing Timeline**

Within fifteen (15) Business Days as of the date of Refund Form receipt, MilanaDate shall contact the User to request further information (if required) and the User shall provide such information as soon as reasonably practicable but in any case no later than fourteen (14) days following such request. MilanaDate shall notify the User by email on its final decision regarding Refund:

- within fifteen (15) Business Days following the receipt of the last requested additional document or information;
- within twenty (20) Business Days following the receipt of Refund Form if no further information or document is requested.

Refund will be processed without undue delay, and in any event within ten (10) Business days beginning with the day on which the MilanaDate agrees that the User is entitled to a Refund. The User will have no Refund:

- When requested by MilanaDate to do so, the User fails to provide to MilanaDate the information or/and document(s) within the terms, contemplated herein.

- In any event and/or if MilanaDate suspects that the User has, or is, engaged in, or have in any way been involved in, fraudulent or illegal activity, including Prohibited Conduct.
- There is no ground for Refund.

NOTE: MilanaDate reserves the right to lock the User's Funds while Refund investigation is in process, which means that the Funds could be inaccessible and/or it shall mean that all services/products that has been purchased by the user through the card payment transaction will be suspended during and until the end of such investigation procedure by MilanaDate.

#### **4. Chargebacks**

MilanaDate expects the User to contact it using MilanaDate contact details to resolve any problem or issue related to his/her payments before the User makes any Chargeback request. This Section does not affect any rights and/or claims, which the User may have against the bank/financial institution. MilanaDate will investigate any Chargeback requests made by the User and in response will inform the User's Issuing Bank whether any Service or Transaction has been cancelled. MilanaDate reserves the right to suspend User's account and lock User's Funds and/or suspend the provision of services as well as to suspend the provision of any products in case of the refund back of the made transaction. Such a rule shall apply in all cases during the chargeback and investigation procedure.

#### **5. Miscellaneous**

Any charges, which arise upon processing Refund, shall be borne solely by the User. Such charges will be deducted from the final amount of Refund. This Refund Policy will be amended from time to time if there is any change in the legislation. Terms and conditions of the Refund Policy are subject to change by MilanaDate and in the case of any amendments, MilanaDate will make an appropriate announcement. The changes will apply after MilanaDate has given notice. In case if the User does not wish to accept the revised Refund Policy, he/she should not continue to use MilanaDate Services. If the User continues to use the Services after the date on which the change comes into effect, his/her use of the Services to be bound by the new Refund Policy.