

Refund Policy

Policy: R18082024

Effective Date: 18th August 2024

1. Introduction

At A2Z BIZTECH FZCO, we strive to provide top-quality IT marketing services that meet and exceed your expectations. However, if you are not entirely satisfied with our services, we are here to help. This Refund Policy outlines the terms under which refunds may be issued for services purchased from A2Z BIZTECH FZCO

2. Eligibility for Refunds

Refunds may be considered under the following circumstances:

2.1 Service Dissatisfaction

If you are unsatisfied with the services provided, you must notify us in writing within 14 days of receiving the service. We will review your concerns and determine if a refund is warranted based on the specifics of the case.

2.2 Non-Delivery of Service

In cases where a service has not been delivered as agreed, you may be eligible for a full refund. Non-delivery may occur due to unforeseen circumstances on our part or a failure to initiate the service within the agreed timeline.

2.3. Cancellation of Ongoing Services

If you decide to cancel ongoing services, such as monthly subscriptions or long-term contracts, refunds may be issued on a pro-rata basis for the unused portion of the service, provided the cancellation is requested within the first 30 days of the service period.

3. Non-Refundable Services

The following services are typically non-refundable:

- Consultations: Fees for consultations are non-refundable once the consultation has been completed.

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- Custom Services: Custom IT marketing services tailored specifically for your business are non-refundable once work has commenced.
- Third-Party Costs: Any costs incurred for third-party services, such as advertising spend or software subscriptions, are non-refundable.
- Any non-refundable advance that has been paid for the services or software

4. Requesting a Refund

To request a refund, please follow these steps:

1. Contact Us: Reach out to our customer service team at info@a2zbiztech.com with your refund request. Please include your name, contact information, invoice number, and a detailed explanation of why you are requesting a refund.
2. Review Process: Upon receiving your request, we will review the circumstances and determine your eligibility for a refund. This process may take up to 14 business days.
3. Notification: We will notify you of our decision via email. If your refund is approved, we will initiate a refund to your original method of payment within 7 business days.

5. Disputed Charges

If you believe there has been an error in billing or a disputed charge, please contact us immediately at info@a2zbiztech.com. We will work with you to resolve the issue as quickly as possible.

6. Changes to This Refund Policy

A2Z BIZTECH FZCO reserves the right to modify this Refund Policy at any time. Changes will be effective immediately upon posting the updated policy on our website. We encourage you to review this policy periodically to stay informed of any updates.

7. Contact Information

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

A2Z BIZTECH FZCO

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P.O. Box 449614

Dubai - United Arab Emirates

Email: info@a2zbiztech.com



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This Refund Policy is designed to be fair and transparent, ensuring a clear understanding of when and how refunds may be issued. Your satisfaction is important to us, and we are committed to resolving any issues you may encounter with our services.