Refunding procedure

Currently, we provide our Subscribers with a 15-day trial to all our instances (Partnerships such as ProtonMail or Deflect are **not** included). If you are happy with the service and decide to proceed with the renewal of the service, you can proceed with a monthly/yearly payment. Otherwise, we proceed with off-boarding and the Subscriber does not make a payment.

There is only one reason where there can be a refund:

- Your invoice data are incorrect: customer's name, amount, currency etc.

In this case, the previous invoice will be deleted, and you will receive a new invoice.

Cancellation of an invoice

The Subscriber (you) need to email office@cloud68.co to request the cancellation of the service.

If you made the payment through a credit card, we can refund the via our payment gateway provider (Stripe). A small fee might be applied due to third party costs of these transactions.

If you made the payment via a bank transfer, we will have to ask the Subscriber for their bank details and sent the transfer 'manually'.

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