

REFUND POLICY

Revised at September 16, 2021

This Policy of PRAVOVA DOPOMOGA LAW FIRM Limited Liability Company (hereinafter referred to as PRAVOVA DOPOMOGA, LLC) defines the grounds and procedure for refunds to the Client.

By using this website, you acknowledge that you have read and agree to all of the terms and conditions set forth below.

Funds shall mean the cost of Services rendered by PRAVOVA DOPOMOGA, LLC to the Client, determined by the Agreement between them or by the Public Offer (if the Agreement has not been concluded).

Prior to rendering Services, the Client must make a payment agreed with the Executor. The receipt of payment shall be confirmed by a bank receipt or otherwise.

The Client has a right to get a refund of money paid to PRAVOVA DOPOMOGA, LLC in the following cases:

1. If PRAVOVA DOPOMOGA, LLC fails to provide the agreed services to the Client due to fault of PRAVOVA DOPOMOGA, LLC within the terms stipulated by the Agreement or the Public Offer;
2. In case of rendering the Services of improper quality or rendering them in violation of terms of the Agreement, in the cases and in the amount provided in the Agreement or Public Offer;
3. If the Client rejects the Services under the Agreement, under the conditions provided by the Agreement or the Offer.

If the Client refuses to extend the provision of the Services under the Agreement or the Public Offer, fails to perform its obligations under the Agreement or the Public Offer systematically, or in case of suspension of the Services provision due to Client's fault for more than three (3) months from the date of acceptance of the Public Offer or conclusion of the Agreement, the Contractor shall be entitled to early termination of the Agreement or the Public Offer and shall notify the Client in writing, via cellular communication, mail, fax, e-mail. In this case the cost of providing Services shall not be less than the amount of the actual payments made by the Client under the Agreement or the /Public Offer.

If the Contractor refuses to fulfill its obligations under the Agreement or the Public Offer or if the Contractor fails to comply with the Service deadlines, except for cases stipulated in the Clause 2.5., 3.7. of the Public Offer

(<https://pravdop.com/ru/text/dogovor-publichnoy-oferti/>), the Contractor shall cover the Client losses caused by non-fulfillment or improper fulfillment of its obligations under the Agreement or the Public Offer. The Parties establish the

amount of the Client losses in a fixed amount: five (5) percent of the total amount of the Agreement.

In case of the Contractor's refusal to fulfill its obligations under this Agreement or the Public Offer or the Contractor's failure to comply with the Service deadlines under the Agreement or the Public Offer, except for cases stipulated in the Clause. 2.5, clause 3.7. of the Offer (<https://pravdop.com/ru/text/dogovor-publichnoy-oferti/>), if the Agreement was not concluded, the Client has the right to apply the provisions of Clause 4.2. of the Public Offer and to terminate the Agreement prematurely by notifying the Contractor of its intention in writing by post, fax or e-mail.

PRAVOVA DOPOMOGA, LLC shall not be liable for non-performance, delay in performance or other improper performance of its obligations under the Agreement or the Public Offer, as well as for unsatisfactory features in the provided Services, if it proves that they have occurred due to the Client fault or force majeure events.

If the need for additional Services not provided by the terms of the Agreement arises in the process of rendering Services, PRAVOVA DOPOMOGA, LLC shall be obliged to obtain the Client's consent for such Services upon agreement of the additional cost of such Services.

For refunds, in cases stipulated by this Policy, the Client shall send a written request for a refund to the following e-mail - pravdop.client@gmail.com.

Each written request is reviewed individually. The refund officer will provide you with information about the status of your request.

A request for a refund due to improper quality must be sent during the performance period only. Amounts paid for Services rendered in full and accepted by a Client shall be forfeit.

PRAVOVA DOPOMOGA, LLC considers the refund request within thirty (30) calendar days from the date of its receipt at email specified in this Policy.

In case of absence of objections to validity of the demand and the funds amount specified in it, PRAVOVA DOPOMOGA, LLC will return the amounts to the Client within thirty (30) bank days. PRAVOVA DOPOMOGA, LLC declines all responsibility for the prolongation of this period if such delay occurs due to the actions of the bank or payment system.

Refund procedure:

All refunds are made in the same way that you paid for Services of PRAVOVA DOPOMOGA, LLC. We always refund money only by the method of payment you used to pay for our Services.

“For example, if you have paid for Services of PRAVOVA DOPOMOGA, LLC by VISA / MASTERCARD, the refund is made by canceling the transaction (refund) and, as a result, the refund can only be made to your VISA / MASTERCARD. The time of refund depends on the payment method used.

A service charge or bank/payment system fee may be withheld from the amount to be refunded when processing the refund.

PRAVOVA DOPOMOGA, LLC reserves the right to change the terms of this Refund Policy. The new version becomes effective on the date of its publication on this website. The Client’s continued use of the website following the Policy updates shall constitute its express consent to the modified terms and conditions.