

## REFUND POLICY

All our clients are very important to us, that's why Enigma Production ("Company"), has created the following Refund Policy to let You know how we handle the refunds for the goods ordered and bought on our website <https://enigmaprod.net> ("Website").

The terms "You," "Your," and "Yours" refer to the entity/ person/ organization using our Website. When this Policy mentions "we", "us,", and "our" it refers to the Company and its subsidiaries or /and affiliates. The term "goods" refer to any product or item bought on our Website by You.

This Refund Policy is governed by our [Terms of Services](#).

For any questions regarding this Refund Policy or any requests regarding the refunds and returns, please contact us by email [help@enigmaprod.net](mailto:help@enigmaprod.net) or other contacts provided below.

You have the right, without giving a reason, to return the goods within 14 days, if it has not been used, damaged or its appearance has not substantially changed, that is, the appearance of the product or its packaging has been made only such alterations as were necessary to inspect the goods received.

The right to withdraw from a distance contract within 14 days without giving a reason does not apply to legal persons (e.g. companies, entrepreneurs).

This Return policy does not limit Your statutory rights to withdraw or rights You may have in relation to incorrect, damaged or defective goods.

## STANDARD RETURNS

In case of the return of the goods, your license for this product will be canceled and you will lose the opportunity to use the returned product, as well as distribute it, share parts of the code, or other components that the returned product will contain

In case of the return of the goods, you will be responsible for paying the return shipping costs.

You must place your refund request within 14 days of delivery of the item.

Please contact our Support to begin the return and refund process, Support team will walk you through the process and help you.

In case of the return of the goods, you will be responsible for paying the return shipping costs.

Once the Goods have been received and checked by our staff, a refund will be authorised by the same method that the payment was made. Depending on your financial institution, refunds can take up to 30 days to be credited to your original payment method. In all cases we have the right to suspend the refund until the good are received back and inspected.

If You fail to meet the deadlines of our Return policy, we will be unable to offer a refund.

## DEFECTIVE GOODS

In certain cases, such as defective, damaged or wrong goods, you may be required to provide evidence of the issue, such as a photo or video, or to return the item to receive a refund.

You must contact our company at [help@enigmaprod.net](mailto:help@enigmaprod.net) within 14 days upon purchase and provide detailed information, such as:

- Proof of purchase
- Product name
- Information about the defect, failure or missing part of the item
- Defect evidence (e.g. a photo or video of the item, a photo of the defective area (if it is possible to take a photo), a photo of the packaging, other).

When submitting a complaint, You must indicate how You wish the claim to be resolved:

- To refund the money paid
- To replace the defective goods with quality items
- To supplement the incomplete goods with missing components

In case You are required to return the goods back to us, You will be responsible for paying the return shipping costs.

The goods must be returned in the original packaging (with instructions and/or warranty card, if they were delivered with the product).

## FURTHER INFORMATION

This Policy applies only to the refunds for the goods and services sold by our Company. Our Policy does not apply to the refunds for the goods and services offered by other companies or individuals.