

Fronting The Challenge Projects Ltd.

Refund Policy

Since Thriveftc is offering non-tangible irrevocable goods we do not issue refunds once the order is accomplished and the product (online case assessment/s) is sent. As a customer you are responsible for understanding this upon purchasing any item from our site.

However, we realise that exceptional circumstances can take place with regard to the character of the product we supply.

Therefore, we do honour requests for refunds on the following reasons:

- **non-delivery of the product:** due to some mailing issues of your email provider or your own mail server you might not receive a delivery email from us. In this case we recommend contacting us for assistance. Claims for non-delivery must be submitted to sales @thriveftc.com in writing within 7 days of placing order otherwise the product will be considered received and downloaded;
- **download and unzipping issues:** it may happen that you are having problems downloading or unzipping the product. Claims regarding such issues must be submitted to our technical support department. If you do not contact us within 3 days from the date of purchase, you agree that we may construe silence as a successful download of the product with no further right of redress or refund for a "download issue". Failure to receive a request for assistance for downloading or unzipping within 3 days may result in a refund decline.
- **major defects:** although all the products are thoroughly tested before release, unexpected errors may occur. Such issues must be submitted for our technical support team's approval. We reserve the right to rectify the error or defect within 72 hours. If any deficiency is found and we fail to correct it within 72 hours from the date of the official complaint letter or any other notification provided by a customer, the refund will be issued to the customer in full without any compensation or reimbursements.
- **product not-as-described:** such issues should be reported to our technical department within 7 days from the date of the purchase. Clear evidence must be provided proving that the purchased product is not as it described on the website. Complaints which are based merely on a customer's false expectations are not honoured. A free demonstration is available for evaluation purposes if the circumstances demand it. This operates at FTC Project Ltd's discretion.

Please note that we do not bear any responsibility and therefore we do not satisfy any refund/return/exchange requests based on incompatibility of our product with some third-party software (plug-ins, add-ons, modules, search engines, scripts, extensions etc.). We do not guarantee that our product is fully compatible with any third-party programmes and we do not provide support for third-party applications.

Our technical support team is always eager to assist you and deliver highly professional support in a timely manner. Thank you for purchasing our product.

Requests for a refund are accepted at sales@thriveftc.com within 7 days of your order being placed. You should accompany this request with detailed and grounded reasons why you



are applying for a refund. Please make sure your request does not contradict our Terms of Use.

Cancellations:

Purchases of assessments cannot be cancelled once a credit / case has already been opened/activated. For the cancellation of whole orders, please refer to the refund policy details above.