

# Delivery and Refund Policy

## **Delivery Policy**

### Deliverables:

Following your purchase of GST Care Center Software you will be provided with the Invoice document for your purchase along with the Login ID & Password for accessing your software followed by Training of the software.

### Training Purchases:

Following a training purchase a GST Care Center Software Representative will contact you in due course to arrange a suitable date and time, whether this is On-Line or On-Site training.

### Software and Upgrades:

All Software and Software upgrades are supplied through a Login credentials mode with an electronic licence, we aim to process your request within 24hrs if purchased Mon-Thursday. If a Purchase is on Friday after 16:30 or on a Saturday or Sunday then this will be processed the next working Day.

### Electronic Licence:

Software provided by GST Care Center Software requires an Login ID & Password to function, we will provide this login ID & Password Through mail to you at the same time as the payment has been made for the software. Software will collect device ID during registration to maintain records of the location of the Subscriber.

## **Refund Policy**

### Before Returning a Product:

If you are having an issue with a product, there may be other options before requesting a return:

- If you've purchased the software, and need assistance with installation and/or activation, please email us at [support@gstcarecenter.com](mailto:support@gstcarecenter.com).
- If you require Technical Support with a GST Care Center Software Product, please email [support@gstcarecenter.com](mailto:support@gstcarecenter.com).
- If you require Support using a product please look in the help section of that product for the online manuals or [support@gstcarecenter.com](mailto:support@gstcarecenter.com).
- If you'd like to return your purchase made in the last Seven Days please email [support@gstcarecenter.com](mailto:support@gstcarecenter.com) clearly stating your reasons.

### Return and Exchange policy:

We will accept returns and exchanges for items that meet the return criteria set forth below for 7 days from the date of purchase or download, as applicable. We reserve the right to deny any return or exchange which fails to meet our return criteria.

### Return Criteria:

All returns and exchanges must be accompanied processed through the appropriate channels within 7 days of purchase only if the deliverables has not been issued to the customer. Once the deliverables has been delivered, no refund shall be made to the Customer.

When returning software the software must have the licence terminated on the users machine and be removed from that machine, we may require you to sign an electronic letter of destruction as condition of your return to confirm that you have uninstalled and have not made any copies of the product. The licence code for these products will be blocked and you will not be able to install or use the software in the future.

For promotional items and bundles, all included products and/or services must be returned together. If a service include in a promotion and/or bundle has been used (for example a used promotional promo code), the full retail value of the service will be deducted from the refund amount. When a bundle is purchased and only part of the bundle is returned, the discount is void and the total discount will be deducted from the refund.

For training online or on site, you must return the product within 7 days of purchase and before the Login id and Password has been generated or the training has taken part. You may not return the product once training has been completed.

We may extend the 7-day return period during holiday or other periods. If a longer return period was advertised on the Website/ promotional information when you made your purchase, that longer period applies.

If we lower our price on an item within 7 days of your purchase, we will honour the lower price. If you notice that we have lowered a price on an item you recently purchased, just contact [sales@gstcarecenter.com](mailto:sales@gstcarecenter.com) and we will gladly issue a refund or credit for the difference (if you paid with a credit card, you'll need to use the same card). This offer does not apply to price reductions associated with special sale events such as Black Friday, Cyber Monday, and Christmas Specials etc...

### Returns Process:

To start your returns process please contact GST Care Center Software by email at [support@gstcarecenter.com](mailto:support@gstcarecenter.com) to request a return no later than Seven (7) days after date of purchase. Once you follow the instructions and completed the return process with the customer support agent, we'll send you confirmation email with additional return details, if applicable.

When you make a qualifying return, we will credit the full amount you are entitled to and you will receive your refund in approximately 3-5 business days. Refunds will be made in the same method as payment unless you select to exchange the item. Once you complete your return we'll send you a return confirmation email.

### **Minimum age policy**

GST Care Center Software provides software and training for the Service industry, as per the service industry minimum age requirements you must be 18 or over to purchase our software or training. If you are not the card holder the card holder must be present during purchase.

### **Contact Us**

If you have any questions on how to return your item to us, contact us.