

## **Refund Policy**

All refund requests are handled through [support@datajam.pro](mailto:support@datajam.pro). Users should not demand a refund from Paddle/Paypal or their bank before contacting our support team.

We provide refunds on a case-by-case basis. However, we reserve the right to refuse refunds.

### **You may demand a full or partial refund in the following cases:**

1. If you are continuously facing an issue that prevents you from using our software properly, and if we are not able to resolve this issue within 7 days.  
In this case you can request a refund only if you provide us with the requested detailed information about the issue, such as screenshots of error messages, log files, detailed descriptions of your actions, file samples, etc.
2. If you were charged twice for the same order.
3. If you contact Datajam support team more than three times a week regarding an issue and you do not get a reply.

### **We reserve the right to decline refund requests in the following cases:**

1. When the subscription was canceled after the payment date for the next week  
Datajam subscription can be canceled anytime up until the day of the next scheduled payment. Each payment is taken in advance for a week of advanced application use. In case you cancel the subscription after or on the payment date for the next week, the payment for that week won't be returned.
2. When the complaint is based on the lack of the features we never stated Datajam provides.
3. When the application does not work properly due to force majeure circumstances, such as major Instagram changes we cannot control or immediately adapt to.
4. When the user abuses the functionality of the application, and this activity was considered as spam by Instagram and led to a temporary block.  
All responsibilities for actions taken within Datajam fall on the user since the activity is not being tracked by us and users are free to take actions without any restrictions inside and outside the application.
5. When the user already left a negative review on one of the websites that provide an option to delete that. Before you do so please contact our support team to resolve your issue. If the negative review will be deleted then demand for the refund will be available again if the case suits our Refund policy.
6. When users who do not set their accounts for the whole period of their subscription, and the subscription expires, they can not demand the refund.
7. When users used the features successfully and got the desired result before the subscription expired.

8. When the Datajam was used successfully more than 7 days after the subscription was charged.

### **Refund Request Procedure**

1. Contact support team and describe the problem via email [support@datajam.pro](mailto:support@datajam.pro)
2. Present screenshots and explain your problem
3. Wait for the response of the support team either with the solution of your problem or the clear reply that problem could not be fixed and refund is available
4. In case refund is available, make a request
5. Receive your refund within 14 business days