

## **MB MB Piratı Lobis**

### **REFUND POLICY**

This document specifies the Terms and Procedures required for all refund requests and issuance. Where a Customer wishes to seek a refund in respect of an e-voucher purchase, the Customer must contact MB Vouchfire (hereunder referred to as Vouchfire or the Company) in writing at [support@vouchfire.store](mailto:support@vouchfire.store), only after reading the below Terms in full.

#### **OPEN/UNUSED E-VOUCHERS**

The validity of all new and unused (system status “Open”) e-vouchers is 12 months from the date of successful purchase and issuance. The Customer can request a full refund throughout the validity period of an e-voucher, purchased from [www.vouchfire.store](http://www.vouchfire.store). For the avoidance of doubt, unused e-vouchers are products which have not been redeemed for the payment of goods and/or services at any Vouchfire Merchant.

**Application Process:** The Customer needs to send an email to [support@vouchfire.store](mailto:support@vouchfire.store), from their registered email address which was used for the purchase, with title “Refund Request”, including the Order number in the email body text. Refund requests from website-form messages will not be processed, until the Customer contacts the Company from the email address registered for the purchase. If the Customer has lost access to their registered email or cannot write from the registered email for another reason, the Customer needs to demonstrate ownership of the payment method used, by providing original copies of card/bank statements.

**Refund time:** The Company will aim to process all eligible refunds within 5 working days. It is noted that Customers must allow additional time for the banks to process the refund transaction.

**Refund method:** For Credit/Debit card payments - The Company can only issue refunds by means of “return transaction” which is an automated and a bank facilitated process. The funds will return back to the original bank account of the Customer. Even if the card is reported as stolen, or cancelled, the funds will arrive at the bank account of the Customer associated with the used card. It is noted that as part of the Card purchase refunds, the Company will not pay to a different bank account of the customer. For refunds associated with direct Bank wire payments, the Company will issue a Refund Form to the Customer by email, in reply to their refund request email. The Customer must complete and return this form to the Company, in order for the Company to be able to process the refund.

#### **USED/REDEEMED E-VOUCHERS**

A Used (or Redeemed) e-voucher is a product which has been successfully purchased from Vouchfire at [www.vouchfire.store](http://www.vouchfire.store) and has thereafter been successfully used by the Customer at an authorised Merchant. Refund requests of such products follow a different process and the Company may refund those in its sole discretion.

It is noted that the Company accepts no liability for e-vouchers after their issuance and receipt of the customer by email. The Customer is responsible for their mailbox storage and access security but also for not sharing the e-voucher codes and details with any 3<sup>rd</sup> parties by phone, email or by any other such means.

It is noted that once an e-voucher has been Used/Redeemed, the e-voucher product and its code disappears from the Vouchfire Client wallet. The latter wallet holds only Open/Unused e-voucher products.

**Application Process:** For a refund of Used/Redeemed e-vouchers, the Customer needs to first contact the Merchant and their representatives whom the Customer was in contact with.

If the Customer and Merchant do not reach an agreement, the Customer needs to contact Vouchfire by sending an email to [support@vouchfire.store](mailto:support@vouchfire.store), from their registered email address which was used for the purchase, with title “Redeemed Refund Request”, including the Order number in the email body text. Refund requests from website-form messages will not be processed, until the Customer contacts the Company from the email address registered for the purchase. If the Customer has lost access to their registered email or cannot write from the registered email for another reason, the Customer needs to demonstrate ownership of the payment method used, by providing original copies of card/bank statements.

The Company will exercise its best efforts to mediate and support reaching an agreement between the Customer and the Merchant. If such fails to be achieved, the Company will, at its own discretion, make a decision whether a refund is due to the Customer post-purchase and post-use of the e-voucher product.

**Refund time:** The Company will aim to process all eligible refunds within 5 working days. It is noted that Customers must allow additional time for the banks to process the refund transaction.

**Refund method:** For Credit/Debit card payments - The Company can only issue refunds by means of “return transaction” which is an automated and a bank facilitated process. The funds will return back to the original bank account of the Customer. Even if the card is reported as stolen, or cancelled, the funds will arrive at the bank account of the Customer associated with the used card. It is noted that as part of the Card purchase refunds, the Company will not pay to a different bank account of the customer. For refunds associated with direct Bank wire payments, the Company will issue a Refund Form to the Customer by email, in reply to their refund request email. The Customer must complete and return this form to the Company, in order for the Company to be able to process the refund.

## CASES OF SUSPECTED FRAUD

If a Customer considers that they have been a victim of fraud, the Customer needs to contact Vouchfire by sending an email to [support@vouchfire.store](mailto:support@vouchfire.store), from their registered email address which was used for the purchase, with title “SUSPECTED FRAUD”, including the Order number in the email body text.

If the Customer has lost access to their registered email or cannot write from the registered email for another reason, the Customer needs to demonstrate ownership of the payment method used, by providing original copies of card/bank statements.

Vouchfire has ensured that the risk of Fraudulent transactions is eliminated by using a number of different security measures, specifically for Card transactions such as rigorous security checks prior to acceptance of each such payment.

This document was last updated on: 17.11.2021