



The 'Order' of our customer is handled through the 'Secure Socket Layer' connection and all the information mentioned on the website is encoded using the protocol and conveyed to the recipient through a secure connection. The data can be viewed once it is received on the site and the customer can do a secure shopping on the website.

## Accredited ReSeller

The accredited reseller is an individual or a business organization who have an agreement with KDETools to resell the software of Kdetools. The legal agreement is accomplished via an email. The record of accredited reseller is mentioned on our official website '**Reseller Page**'. The list is updated on a monthly basis so regularly check the website.

## Section 1: Customers

A customer that buys any product from KDETools software online via KDETools website via KDETools authorized resellers.

## Mail For Activation

The email directed by KDETools on behalf of an authorized reseller on buying of the software online. The email consists of the link of the full version of software and credentials for stimulating the software.

## Guidelines For Reimbursement

The customer as defined in Section 1 is legitimate to request for reimbursement for the KDETools software within a month from the date of purchasing if your situation falls in the below refund guidelines:

- The customer should buy the software directly through KDETools Software or via authorized re-seller of KDETools Software.

- KDETools Software is not responsible under the following circumstances:
  1. A mismanaged email
  2. Deferment in loading
  3. A delay due to an abrupt uncontrolled factor
  4. If an email is marked as a 'Spam'
  5. An email is bounced by the sender or receiver due to a reason
  6. Accidentally buy the software
  7. Accidentally purchased a wrong software
  8. Facing an issue to operate the software on your device
  9. Delay due to a weekend in the licensing process
  10. Basic requirements are not fulfilled
  
- **Refund will be formed only if one of the following conditions are valid:**
  1. If a customer can function the demo version but is unable to use the full version.
  2. If the KDETools support team is unable to solve the resolve the issue.
  
- KDETools Software is not accountable for a miss understanding by the customer on the data published by KDETools Software. In such a situation, the customer can get accountability from the KDETools support staff.
  
- The Reimbursement will only be initiated when it is signed in the 'Letter of Destruction' in the form of email is received by the client. KDETools should receive the email on support@kdetools.com within a month of the date of purchase of the KDETools software.
  
- 'Letter Of Destruction' indicates that client offer in written that the software purchased from Ketoses will be destructed from the system installed and enable an authorized individual from Ketoses to do an inspection of the system to make certain that it is destroyed rightly. The inquiry can be initiated within a year from the date of purchase of the software from KDETools. The inspection can be executed without notice to the customer. Evidence of the reimbursement of the software is entitled to legal proceedings.
  
- After receiving the 'Letter Of Destruction' from the customer, the reimbursement will be executed with 15 days and if there is any delay, then the customer will be notified via an email from KDETools.

- If a customer is facing an issue to handle a full licensed version of a software, then KDETools support team will provide a solution.
- The customer can contact KDETools support team if they fail to buy operate the software. After revising the issue, our technical support team will provide you

with a solution. If the issue is not resolved, then the money will be reimbursed the client invested while buying the product.

## Reimbursement will not be initiated in the following situations:

- When the user fails to load files on KDETools 'FTP' in Case of Software Failure: if the customer encounters an issue or multiple problems, then KDETools support team asks them to upload the files on FTP server so that the technical support team can help them solve the issue. We can sign the Non-Discloser Agreement also. If the client is facing an issue and is unable to load the files on the FTP server, then we can sign the NDA, however, we will refund the amount.
- If the customer buys the software without examining the free demo version, then the reimbursement for software will not be made.
- If the software cannot perform a particular function that it is liable to perform and none of the products available in the market cannot perform, then the reimbursement cannot be claimed. However, if the software cannot function and any other software can perform the same function, then, in that case, we will grant a refund.
- If the software is bought without examining prior to using the demo version, then reimbursement cannot be claimed.
- If the client can recover 30% of the data by using the software, then the refund cannot be initiated.