

# Refund Policy

## **Cooling-off Period**

The cooling-off period starts from the date you first received your new subscription activation document. If you decide to cancel your subscription, you have 14 days from the date you first received the subscription activation document. Please write to Hot-Assist to confirm your intention. You will receive full refund if the cancellation is done during the cooling-off period.

If you cancel after 14 days of your subscription year, the cancellation will not take effect until the end of your current billing period. Your access and privileges will continue to the end of the current billing period, and you will not receive a refund.

## **Failed Activation**

If Hot-Assist has failed to activate the service for any reason, we will process your full refund within 48 hours. Your refund will be issued based on the payment method used at the time of purchase. It may take up to ten (10) business days from the day you receive your refund notification, and includes the processing time required by your bank or credit card company.

## **Changes to Content or Access**

We reserve the right to make changes to our products at any time. If we temporarily reduce or eliminate the charge for content or access that you are currently paying for under different terms, you will not receive a refund.

If any or all of our products are temporarily unavailable, you will not receive a refund. We reserve the right to issue refunds or credits at our sole discretion. If we issue a refund or credit, we are under no obligation to issue the same or similar refund in the future.