

Flexi2pay Delivery Refund Policy

1. Application for Delivery Refund

Subject to the terms and conditions in this Delivery Refund Policy and the agreement based on the flexi2pay App Terms of Condition, flexi2pay paid Member may apply for refund subject to the clause (2) Application for the Refund.

flexi2pay App services is provided by flexi2pay, on User's request, to assist Users in dealing with certain conflicts which may arise during the course of a transaction.

2. Application for the Delivery Refund

Paid Member may only apply for the refund based on the following circumstances:

- The paid Member account for extra feature has not been activated within 2 business days;
- The App consistently has error such as wrong auto generation calculation;
- The Features delivered to paid member is materially different from the description provided by flexi2pay in the product feature.

Paid Member application for Delivery Refund must be submitted via the flexi2pay via support@flexi2pay.com.

flexi2pay will review each paid Member application on a case-by-case basis and, in its sole discretion, determine whether paid Member application is successful.

In the event where paid Member has commenced legal action against flexi2pay, paid Member may provide the formal notification from the appropriate authority to flexi2pay. flexi2pay will, at its sole and absolute discretion, determine whether it is necessary to continue to hold such paid Member monies.

3. Rights of flexi2pay

When flexi2pay receives an application from paid Member for the refund, flexi2pay may respond to paid Member application according in written notification. flexi2pay must respond within the time-frame of 14 business days with written notification via email.

4. Condition of Refund

To enjoy a hassle-free experience when requesting for delivery refund, paid Member should provide all necessary details such as Identification Card, Contact Number, Email used to register and receipt of payment transaction. We will recommend paid Member to include screenshots of error for the following features.

5. Refunds

Payment will only be refunded by flexi2pay if proven that there is a defect to the delivery of service. In the event where flexi2pay does not hear from paid Member within 7 business days once application of refund has been approved, the approved refund will be forfeited. The refund will be made to paid Member via credit/debit card or designated bank account, whichever is applicable.

6. Communication Between flexi2pay and paid Member

flexi2pay encourages paid Member to communicate with flexi2pay via email at support@flexi2pay.com if problem arises in a transaction. As agreement was made between paid Member and flexi2pay based on the Terms and Condition, paid Member should contact flexi2pay directly for any issue relating to the flexi2pay App.