

## Refund Policy

Thank you for using our language services.

We rely on this Refund Policy to ensure our clients satisfaction, and if you are not entirely satisfied with a service provided by CFS.Translation, we are here to help.

### Our Refund Policy

is as follows:

- CFS.Translation will allow for the refund of the fee paid in exchange for our services within 30 days from the date the client receives the partial or entire translation (or another service provided by CFS.Translation).
- If a customer requests a refund, and the refund is approved by CFS.Translation, the money for the requested transaction is refunded back to the customer in part or whole.
- Refunds will only be credited back to the account used to make the original purchase. If the original account has been closed, the service is not eligible for refund.

If you experience any issues receiving our services, please send a detailed description of the nature of your problem to your CFS.translation project manager.

We will look into this issue and try to fix it free of charge until you are completely satisfied with the result.

In case this is not possible due to whatever circumstances, we will offer you a discount or a full refund.