



Payment and Refund Policy

1. General Provisions

This Payment and Refund Policy governs the procedure for payment and refund of funds when using the services provided under the **KommoGEN** brand.

KommoGEN provides consulting, integration, automation, support services, and assistance with licensing and solutions based on the **KOMMO CRM platform**, operating as an official KOMMO partner.

Operator:

TRAPEZNIKOV MIKHAIL

(acting as an official partner of KOMMO / QSOFT LLC)

2. Payment Methods

2.1. Payment for services is made based on issued invoices or by other agreed payment methods.

2.2. Payments may be made by individuals and legal entities.

2.3. Payments may be accepted via:

- bank transfer (SWIFT);
- card payments;
- other agreed payment methods.

2.4. Supported payment methods depend on the Customer's location and agreed terms.

2.5. All payments are made in the currency specified in the invoice, including but not limited to:

- USD — for KOMMO-related services and licenses;
- other currencies — by agreement.



3. Payment Procedure

3.1. After agreeing on the scope of services or subscription terms, the Operator issues an invoice or payment request.

3.2. Payment is considered completed once funds are credited to the Operator's account.

3.3. Current pricing information may be published on the Website or provided upon request.

4. Trial Period

4.1. For certain services or solutions, a trial or test period may be provided upon individual agreement.

4.2. Trial terms are agreed separately and confirmed via written communication.

4.3. Upon completion of the trial period, the Customer decides whether to continue cooperation and proceed with payment.

5. Refund Policy

5.1. Digital products, licenses, and services of proper quality are generally non-refundable once provided or activated.

5.2. Refunds may be issued in the following cases:

- duplicate or erroneous payment;
- overpayment;
- failure to meet agreed service delivery deadlines;
- provision of services of inadequate quality.

5.3. If services cannot be fully delivered, refunds are issued minus the cost of services already rendered.



5.4. To request a refund, the Customer must send a written request to **gen@kommogen.com**, including proof of payment and a description of the issue.

5.5. The Operator reserves the right to request additional information or documentation to process the refund.

5.6. Refund requests are reviewed within **2 (two) business days**, after which the Customer is informed of the decision and estimated refund timeline.

5.7. Refunds are processed using the same payment method originally used, where technically possible.

5.8. Refund processing time depends on the bank or payment provider.

5.9. Payment system or bank fees are deducted from the refund amount.

6. Contacts

Email: gen@kommogen.com

Phone: +84 857 461 120

Website: www.kommogen.com

Location: Nha Trang, Khanh Hoa, Vietnam, 65000