

# Refund Policy

## General provisions

- 1.1. You have the right to a full or partial refund within 14 days of purchase.
- 1.2. After this period has passed, you will lose your right to refund and will no longer be able to do so.

## Reasons for refund

- 2.1. Incorrect operation of the service.
- 2.2. The service was not provided, although you paid for it.
- 2.3. Other reasons.

## Information that must be provided in case of submitting an application for refund

- 3.1. Funds are returned to the buyer on the basis of a request sent by email with explanation of the situation and refund reason. The request must include the receipt sent by payment system during purchase.
- 3.2. The request and its attachments are sent to **carauktionguide75@gmail.com**
- 3.3. Refund requests are processed within 1-3 business days. If the sent application is satisfied, the funds will be credited to the buyer's account/card number.