

PayPro Global Inc. Refund Policy

Refunds are available for review within 30 days of product purchase by submitting a refund request at:

<https://payproglobal.com/customer-support#submit-a-ticket>

After receiving a refund request, we notify the product licensor and offer them the opportunity to resolve the refund request. Refund requests that have not been resolved within two weeks are reviewed by PayPro Global Inc. and its subsidiaries. For credit card purchases, the refund will appear on the next credit card statement.

For physical goods, the buyer agrees by submitting the refund request that goods must be returned to the product supplier before a refund can be completed.

For digital goods, the buyer agrees that by submitting the refund request, the software or digital product for which a refund is sought may no longer be used in any way. Continued use of the digital product after submitting a refund request constitutes a willful violation of copyright law, for which the buyer may be liable for substantial civil damages.

Right of Withdrawal and Digital Content

In accordance with EU and UK consumer protection laws, buyers have the right to withdraw from their purchase within 14 days without providing a reason. However, this right of withdrawal does not apply to digital content — including software, Software-as-a-Service (SaaS), downloadable files, or other digital products — once access has begun or the content has been downloaded.

By purchasing and accessing digital products, buyers expressly consent to the immediate delivery of the content and acknowledge that the right of withdrawal is waived once the product has been accessed or activated. This waiver is confirmed by acceptance of our Terms and Conditions during the checkout process.

Refund requests must be submitted by the purchaser or supplier using the Buyer Support form:

<https://payproglobal.com/customer-support#submit-a-ticket>