

REFUND POLICY

For incident based plans, you will be eligible for refund when any of the following criteria are met: - You had all the pre-requisites to solve the problems but still your issue was not resolved. - The issue was out of scope for a particular plan- 3 days have not passed after the issue was last worked upon by PSS TECH Computer Solutions. However no refund will be done if the customer accepts the free or paid security software offer and agrees to install it in his/her computer.

NO REFUND WILL BE ENTERTAINED FOR ONE TIME SUPPORT PLANS.

NO REFUND WILL BE ENTERTAINED AFTER 1 MONTHS FOR ANY TIME BASED PLAN

Customers who received the support for PC Optimization, Tune-ups and Microsoft Security Essentials software for the protection from any kind of threat, virus, Trojan, worms or spam will not be eligible for full refund. In such cases, amount equating to the cost of Anti-Virus Software, optimization and given services will be deducted before issuing the refund. We may also include the small transaction charge that may be applicable.

A request for a refund must be submitted to the Support Help Desk by sending an email at support@psstech.us. Any other means for cancellation and refund would not be entertained by PSS TECH. We also believe that most of money-backs and customer dissatisfaction can be avoided. Please contact our qualified staff and you will get professional assistance in any Technical issue you have faced or facing regarding the software Technical support. If you are not happy or satisfied with the provided support and services for any reason, you are always welcome to send us your valuable feedback and suggestions on how we may improve the services offered at support@psstech.us. We will do the best we can to ensure you are totally satisfied with our services and support. Refund policy is subject to change and the latest policy in vogue will be applicable.

EXCLUSIONS FROM "SERVICES"

"Services" shall not include the following: - Software, Including the operating system and software added to the registered hardware products which are out of scope for the Service Plan; As PSS TECH deals in software apart from specified; - Problem diagnosis and support that may not be completed because of a problem with your computer or other equipment, or their configuration beyond our control; - Any error which renders the software completely inoperative (system down); - Fatal error resulting in system crash; - Any item or activity not covered by the terms of a Plan Order; - Providing database repair and administration. Problem that may and do result from - External causes such as accident, abuse, misuse, or problems with electrical power; - Usage that is not in accordance with product instructions provided by the manufacturer; - Failure to follow the product instructions provided by manufacturer or failure to perform preventive maintenance; - Problem causing by using accessories, parts, or components not compatible with the product; or - Non-compliance with the PSS TECH engineer instructions for resolving the query.