

## **Metatick Refund Policy**

We always have a full money back guarantee that comes with all our products and is clearly stated on our sales pages. To work out the refund period find the purchasing date and add the number of days guaranteed.

Our support staff are available to assist in installation and configuration via tickets at [solutionhelpdesk.com](https://solutionhelpdesk.com). We strongly recommend that all customers download, install, and test purchased products immediately because only refund requests received inside the refund period are eligible for a full refund.

Metatick is not responsible for lost, delayed, or misdirected mail or email, delays for downloading, or other communication system delays.

To get a refund write to us by way of submitting a ticket with [solutionhelpdesk.com](https://solutionhelpdesk.com). You must include adequate correct identifying information for us to positively identify your purchase. Your ticket should include:

- The product name
- Your name
- The transaction ID
- The Paypal transaction ID
- Your Paypal email
- Reason for the refund request

We will then process your refund within 10 working days of the end of the product money back guarantee period.

Make sure your ticket was successfully submitted. Our system provides an instant email confirmation of a successfully submitted ticket, if you do not receive a confirmation, we have not got your request.

If you bought a second copy of the same product, we can only refund your the most recent purchase.

It is your responsibility to familiarise yourself with this refund policy. By placing an order for any of our products, you indicate that you have read this refund policy and that you agree with and fully accept the terms of this refund policy.

If you do not agree with or fully accept the terms of this refund policy, we ask that you do not place an order with us.

The Paypal disputes process is for genuine disputes, not refunds. Lodging a Paypal dispute costs us money and takes up our time. If you do open a Paypal dispute, unfortunately any claims you would have had to a refund are forfeited. We will also add you to the blocklist, block you from buying any of our products.