

REFUND POLICY

If you're unhappy with any of your purchase at www.hetzwebsolutions.com, you can request a refund within 30 Days from the date of purchase. However, you must have a valid reason for the refund wanted in agreement to our conditions as stated on our website.

All amounts owed by the client to Hetz Web Solutions for Services rendered prior to the confirmed cancellation particular date must be paid completely. There will be no prorating for partial months throughout the Agreement. Due to account security and privacy concerns, all billing related questions and cancellation requests MUST be made in writing or via email.

Cancellation requests is only going to be processed if created by the original authorizing party and if received in writing. There will be no refund of any monies for any cancellation demands made after the cooling off period of 30 days from the date of order.

For security and training purposes, all calls inbound and outbound through Hetz Web Solutions Customer Support Care are digitally recorded and the recordings form a part of the verbal deal between Hetz Web Solutions and the client.

To request a refund please contact us at www.hetzwebsolutions.com or you can email us at: contact@hetzwebsolutions.com, within the timeframes provided above. Please add your Transaction id Number, and other business deal details provided to you in your documented email during purchase, for us to immediately issue your refund and optionally reveal to us that why you're asking for a refund. We take comments from customers very seriously and make use of it to constantly improve our products and quality of service.