

## **Service Delivery Policy**

This policy describes the terms and conditions for using our database contact search service. The service is based on the use of credits that are purchased through packages and used for contact searches. Credits will only be deducted if the contact you are looking for is present in our database.

### **1. Order Processing and Credit Activation**

After purchasing a credit package, credits will be automatically added to your user profile.

Credits are used for contact searches in database third parties. For each search, the number of credits needed for that search will be charged from your profile.

**Important:** Credits will only be deducted if the contact you are looking for is present in our database.

If the contact is present, the credits needed for a search will be deducted and you will have the option to download the contact.

**Download Deadline:** The contact you are looking for that is present can be downloaded within 7 days of the search.

If the contact you are looking for is not present in the database, your credits will not be deducted.

### **2. Credit Packages and Prices**

Credit packages are available at different prices, depending on the size of the package and the number of credits they contain.

Packages are adapted to different needs: from smaller packages for occasional searches to larger packages for regular users.

Prices and terms of use of credits will be displayed on the platform before finalizing the purchase.

### **3. Conditions for the Use of Credits**

Credits are used exclusively for searching for contacts in our database.

Credits are not transferable and cannot be transferred to other users or other services.

If the contact being searched for is present in the database, the credits needed for the search will be deducted.

**Expiration of credits:** Purchased credits expire within 12 months from the date of purchase if they are not used.

#### **4. Rights and Obligations of Users**

Users have the right to use the purchased credit package to search for contacts in the database and, if present, to download the contact within 7 days.

Users are obliged to comply with the terms of use of the platform and not to abuse the search process.

In case of problems with searches or errors in the use of credits, users must contact customer support.

#### **5. Credit Refunds and Complaints**

Due to the nature of the service, it is not possible to obtain a refund for credits already used.

In case of technical problems or malfunctions in the search or the system, users can request a resolution of the problem by contacting support.

#### **6. Contact**

If you have any questions regarding the contact search service or credit management, do not hesitate to contact us at: [contact@dbstore.online](mailto:contact@dbstore.online)

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