



TBC Business Solutions

Business Policies



Prepared For:

TBC Solutions Refund Policy

<https://tbcsolutions.pro>

20th-Aug-2024

SCAM REPORTING AND PAYMENT REVERSALS

At TBC-Solution, we prioritize your trust and security. If you suspect a scam or unauthorized transaction, you can report and request a payment reversal using the below procedures or visit the PayPal website for more information.

Open a Dispute:

- Log in to your PayPal account.
- Open a dispute in the Resolution Center by clicking on “Dispute a Transaction” under “Report a problem”.
- Select the transaction and click Continue.
- Select “Item dispute”.

Escalate a Dispute to a Claim:

If your initial attempt to resolve the problem with the seller is unsuccessful, you can escalate your dispute to a claim.

- Log in to your PayPal account.
- Click on your existing dispute in the Resolution Center.
- Select “File a Claim.”

REFUND POLICY

Your satisfaction is paramount. Our service is structured in phases, with payment made in nth number of installments. Each installment is due only after you have approved the work completed in that phase. We offer a refund within 48 hours of each payment if you are not satisfied with the work completed.

Eligibility for Refund:

- Refund requests must be made within 48 hours of the payment for the respective phase.

- Refunds will only be issued for the installment payment related to the most recent phase of work. Previous payments for earlier phases are non-refundable.
- To be eligible for a refund, the payment must have been made following your explicit approval of the work completed in that phase.

Process for Refund:

- To initiate a refund, please contact our customer service team(through email: ahmadismail@tbc solutions.pro) within 48 hours of the payment with your invoice order, payment details and a brief explanation of your concern..
- Once your refund request is reviewed and approved, we will process the refund to your original method of payment.
- Please allow a few business days for the refund to reflect in your account, depending on your payment provider's policies.

Exceptions:

- Refunds are not available after the 48-hour window has passed following each installment payment.
- Refunds are also not available once the final phase of the project has been completed and approved by you.