

Refund Policy

Scope: This policy applies to all Redmine plugins purchased on <https://redmine-kanban.com/>.

1. General Terms

1.1. This document ("Policy") defines the eligibility criteria and process for obtaining refunds for Redmine project management system plugins purchased on <https://redmine-kanban.com/> (the "Site").

1.2. Redmine plugins are non-tangible digital goods provided as downloadable files, which makes a traditional physical "return" impossible.

2. Refund Eligibility

2.1. Warranty Refund (14-Day Period):

- We offer a 14-day warranty period from the date of purchase.
- A refund may be issued **only** under the following circumstances:
 - The plugin fails to operate on your Redmine server despite meeting all stated system requirements.
 - Core functionality advertised in the product description is missing or inoperable.
 - You encounter a critical defect that our technical support team cannot resolve within 7 business days of reporting.

2.2. Non-Refundable Situations: A refund will **not** be granted if:

- The plugin is functional but does not align with your subjective expectations or specific business workflows.
- Your project requirements change, or you decide to discontinue using Redmine.
- The plugin cannot be installed due to constraints or custom configurations within your technical environment.
- Your request is submitted after the 14-day warranty period has expired.

3. Refund Process

3.1. Prerequisites for a Refund Request:

- **Contact Support First:** You must first report the issue to our Technical Support team at support@redmine-kanban.com.
- **Provide Details:** Include a comprehensive description of the problem, your Redmine version, a list of other installed plugins, and any relevant error logs.

- **Allow for Troubleshooting:** Our team will work with you to diagnose and attempt to resolve the issue.

3.2. Formal Refund Application:

- If the issue remains unresolved, you may submit a formal refund request to **support@redmine-kanban.com**.
- **Email Subject:** Please use the subject line: "**Refund Request for Order [Your Order Number]**".
- **Required Information:** The email must include your order number, purchase date, a clear reason for the request, and any supporting evidence (screenshots, logs).

3.3. Post-Approval Actions:

- Upon approval, we will revoke the license key associated with your purchase.
- You are required to delete all copies of the plugin files from your servers.
- The refund will be issued to the original payment method within **5-10 business days**.

4. Additional Provisions

4.1. Evaluation & Trials:

- Corporate clients may request a dedicated evaluation period.
- Trial or demo versions are available for select plugins to facilitate informed purchasing decisions.

4.2. License Termination:

- Upon a successful refund, your license is terminated. You forfeit all rights to future updates and technical support for the refunded product.
- You must uninstall any updates received during the usage period.

4.3. Policy Updates:

- We reserve the right to modify this Policy. The latest version will always be published at <https://redmine-kanban.com/refund-policy>.

5. Contact Information

For all inquiries related to this policy:

- **Technical Support:** support@redmine-kanban.com
- **Website:** <https://redmine-kanban.com/>