



Version 1.0

Certificate Refund Policy

Idently operates under rigorous practices and policies in undertaking certification authority operations and in issuing trusted certificates. However if a subscriber is not completely satisfied with the issued certificate, the subscriber may request a refund within 7 days of the certificate being issued, which subscriber has an obligation to revoke the certificate. Upon the refund request being accepted, by contacting Customer Support, Idently will promptly refund full amount of the applicable fees paid for the certificate.

Depending on the payment method by which the certificate was purchased, to process the refund Idently will:

- Credit the subscriber's credit card (if payment was made by credit card), or
- Reimburse to the subscriber's bank account (if payment was made by bank transfer), or
- Return the funds to the subscriber's Idently reseller account (if payment was made using bulk credit from a reseller account)

However, subscriber must incur any fee in connection with the refund process, and Idently will refund the net amount. In particular:

- if payment was made by credit card, Idently will subtract the fee in connection with crediting to the subscriber's credit card (if there is any), and
- if payment was made by bank transfer, Idently will subtract fees required for the bank transfer.

Refund requests can be made by contacting Customer Support at

<https://idently.com/#contactus>.

Certificate Cancellation Policy

Idently does not charge for the certificate until it has been issued. Applicants may cancel an application prior to issuance without incurring any fees. Cancellations can be made by contacting Customer Support at <https://idently.com/#contactus>.