

# Refund Policy for Ratetracker

## No Refunds

All sales of credits for Ratetracker are final. Once credits have been purchased, they cannot be canceled, refunded, or exchanged. This policy applies to all credit purchases.

## Usage of Credits

Credits purchased for Ratetracker are used to make car rental rate searches. It is the user's responsibility to ensure that they fully understand how credits are used before making a purchase. For any questions regarding credit usage, please contact our support team at [hello@nordictechlab.se](mailto:hello@nordictechlab.se).

## Exceptions

While our general policy is not to offer refunds, we understand that exceptional circumstances may arise. We will consider refund requests on a case-by-case basis in the following situations:

**Technical Errors:** If a technical error during the purchase process resulted in an incorrect charge.

**Service Discrepancies:** If the service provided was significantly different from what was described at the time of purchase.

To request a refund under these exceptional circumstances, please contact our support team at [hello@nordictechlab.se](mailto:hello@nordictechlab.se) with your order details and a description of the issue.

## Contact Information

If you have any questions about this refund policy, please contact us:

Email: [hello@nordictechlab.se](mailto:hello@nordictechlab.se)

We are committed to providing a positive experience with Ratetracker and are here to assist with any concerns you may have.

## Effective Date

This refund policy is effective as of 03/06/2024.