

Return policy

Any terms used in the Refund Policy have the same meanings as those specified in the Data Processing Policy. If you have any issues with your payment or refund request, please contact our customer support representatives via our online chat or email us at support@sentiro.pro.

1. The following refund options may apply depending on the circumstances of your case:

1.1. Partial Refund. If you purchased a 12-month plan, you are eligible for a partial refund for the unused period. Only the unused period will be refunded, rounded up to the nearest month and at the full plan price, excluding any discounts. For the purposes of this section, "unused period" means the remaining time of the active paid period from the subscription date. The unused portion of the Subscription Plan is rounded up to the nearest month. For example, if you request a refund within the first two weeks of a paid 12-month subscription, you will be refunded for the remaining 11 months.

The refund will be calculated as follows: the cost of one month of the period already used is subtracted from the payment amount. On our website, the 12-month plan is calculated with a discount. When you refund, this discount is cancelled and the full plan price is calculated. Therefore, you will receive a refund equal to the payment amount for 11 months minus the payment amount for one month of the full plan without any discounts.

1.2. Refunds are made in the same currency you paid with, or its equivalent, based on the market rate on the refund date, but no higher than the rate at the time of payment. Subscription plans paid for with cryptocurrency are non-refundable.

1.3. Sentiro is not responsible for any fees that may be applied by your payment service provider when processing a refund. These fees are borne by you.

1.4. European Union VAT (EU VAT) is not refundable for periods used.