

Returns & Cancellations Policy

Version No 2

as of March 3, 2017

This document "Returns & Cancellations Policy", is agreed between **SmartTel Plus OÜ**, having its registered office at J. Vilmsitn 47, Kesklinna district, Tallinn city, Harju county, Estonia, 10126, and operating under Dzinga trade mark hereafter referred to as "**STP**", and the Party identified in the associated Registration Form, hereafter referred to as the "**Customer**". The "Customer" is required to provide the necessary identification, as specified in the Registration Form on the STP website <http://dzinga.com/>

1. If the Customer decides to refuse from the STP Services (including without limitation the services operated under Dzinga trade mark), STP returns the Customer retained funds on the Customer's cash balance. The request for money return should be sent in the form of a scanned copy of the official letter signed by the Customer the STP support service support@dzinga.com

2. Money transfer is provided within 30 (thirty) calendar days, on the basis of the official letter signed by the Customer and sent to our support service support@dzinga.com excluding transfer, conversion and bank expenses or any obligatory payments spent by STP within such transfer. Before cancelling the Service (or parts of Services), we recommend that you have it set up and functioning elsewhere before making your request. If you have any activities or emails associated with our Services, they will become nonfunctional and all your data will be deleted.

3. Due to the nature of some of our Services we do not offer any returns or refunds after purchase. It is very important to check the list of such Services before you process the order.

4. This Returns & Cancellations Policy is an integral part of STP Terms & Agreements. In case of any discrepancies the terms of STP Terms & Agreements shall prevail. If you have any questions regarding the above Returns & Cancellations Policy feel free to contact us support@dzinga.com

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