

Refund Policy

1. Introduction

Thank you for choosing our services at JustOrder.Today. We are committed to providing you with the best experience possible. If you have any questions or concerns about this policy, please contact us.

2. Definitions

- **“Service/Product”**: Refers to the SaaS software or e-commerce product provided by JustOrder.Today.
- **“Customer”**: Refers to the user who has subscribed to our SaaS service or purchased our e-commerce product.

3. Refund Eligibility

SaaS (Software as a Service):

1. **Free Trial Period**: Before commit any paid subscription, you're advised to try the service via our provided demo account. New registered account are entitled for 30 days free trial uses and subject to paid subscription to continue usage of that particular account.
2. **Paid Subscriptions**: For paid subscriptions, we do not honor any refund request except for any special circumstances.

4. How to Contact Us for Refund Debate

To request for refund in any special circumstanes, please follow these steps:

1. Contact our customer support team at justorder.mjt@gmail.com or contact customer service via +60182301130
2. Provide your merchant account details and a brief explanation of the reason for the refund request.
3. Our team will review your request and respond within 2 business days.

5. Refund Process

- **SaaS Subscriptions:** Special Circumstances Refunds will be processed within 5 business days after approval. The refund will be issued to the original payment method.

6. Contact Us

If you have any questions or need further assistance, please contact our customer support team at justorder.mjt@gmail.com or +60182301130