Refund Policy

General Instructions

This document is part of Intratec's Product-Related Documents.

Customers who have NOT been blocked from Intratec website can ask refund for reports according to the conditions established in the section "Refund for Production Cost Reports".

Refunds related to Intratec Databases & Tools subscriptions are NOT provided, except where required by law. If customer cancels a subscription at any time, he/she will be responsible for paying for its commitment for the remaining term.

Refund for Intratec Individual Reports

Our refund policy for all Intratec reports purchased individually is as follows: a customer who have NOT been blocked from Intratec website may ask for a refund within 48 hours from the report order date. The money refund will be equal to the amount paid at the time of purchase less a fee of 8% (eight percent) over the total amount paid, related to fees charged by banks, merchants and/or payment gateways. Money refunds will only be credited back to the account used to make the original purchase. If the original account has been closed, the purchase is not eligible for refund.

Customers requesting refunds may be blocked from making further purchases.

IMPORTANT NOTE

Before ordering a report, it is highly recommended downloading the report sample available in Intratec website. Although the sample is not about the industrial process of interest, it clearly shows, in advance, the amount and type of information customer will get when ordering Intratec reports. In other words, the samples have the same standard and structure (types of graphs, tables and descriptions) that customers will find in Intratec reports.

Refund for Intratec Subscriptions

Considering that (i) Intratec Products content is clearly described in Intratec website; (ii) Products samples, including charts and figures, are offered for free in Intratec website and (iii) a variety of subscription plans to Intratec Products are offered, refunds related to Intratec Products subscriptions are NOT provided, except where required by law.

Intratec may provide, exceptionally, refunds of fees paid for the renewal of active subscriptions, if the refund is requested by the subscriber within 21 days from the date the renewal fee was charged. Money refund will be equal to the amount paid for the subscription renewal less a fee of 8% (eight percent) over the total amount paid, related to fees charged by banks, merchants and/or payment gateways. Money

refunds will only be credited back to the account used to make the original purchase. If the original account has been closed, the purchase is not eligible for refund.

Final Remarks

Customers interested in requesting refunds must send an email to sales@intratec.us. The email must be entitled as “Refund Request”.

Intratec team evaluates Refund Request within 5 business days. Upon Refund Request approval, money is credited back in customer’s account within 10 business days, depending on Bank institutions processing the refund.