

Refund Policy

For any request for a refund, return, or exchange of an order you placed with Nexway, you must contact Nexway no later than thirty (30) days after placing the order with Nexway, providing your order number and the reason for your request using the contact information listed above.

Nexway will review your request and respond via email within approximately two (2) business days of receiving your request. Please note that Nexway, at its sole discretion, may grant you up to thirty (30) additional days to request a refund for your order.

Please note that depending on the nature of your order (see the different scenarios below), your request for a refund, return, or exchange may not be granted.

- **If you are requesting a refund for a subscription-based product or service, with or without automatic renewal.**

When you subscribe to a product or service, Nexway will always notify you in advance of your subscription's renewal. Unless otherwise specified in the General Terms and Conditions of Sale, you have thirty (30) calendar days from the initial subscription date or the automatic renewal date of your subscription to cancel your subscription or its automatic renewal. Any cancellation request received within this timeframe entitles you to a full refund of the amount paid.

- **In cases where the nature of the product makes a return impossible**

Certain products, such as software activation keys, cannot be returned. In such cases, we systematically ask you to expressly waive your right of withdrawal, in accordance with Article L-221-28, paragraph 13, of the French Consumer Code. Your waiver of the right of withdrawal is confirmed by mandatory "checking" the confirmation box before the sale is finalized: "I have read and accept the general terms and conditions of sale. By purchasing a downloadable product or upon receipt of a software activation key, I wish to access the content immediately and waive my right of withdrawal."

IN THIS CASE, NEXWAY WILL NOT REFUND THE PRODUCT.

- **In the case of a defective product**

If Nexway is responsible or partially responsible for the delivery of a defective product, you have the right to request a cancellation or exchange of the product for a period of up to twenty-four (24) months following the date of your purchase.

For more information on warranties, please refer to Article 12 of the General Terms and Conditions of Sale.

- **If you purchased a product sold on a physical medium**

For products sold on a physical medium such as a DVD or CD, you have thirty (30) calendar days from the date of receipt of the product to exercise your right of withdrawal.

The product must be returned in its original packaging, unmodified and unaltered, and complete, at your own expense, no later than fourteen (14) days after your refund request to the address below:



Nexway SASU

19 Avenue Feuchères
CS 70002
30020 Nîmes Cedex 1
FRANCE

If you return the product via standard mail and it is lost by the carrier, the product will be deemed not to have been returned.

This refund policy is an integral part of Nexway's General Terms and Conditions of Sale and Privacy Policy.

This document has been translated from French using translation software. In the event of errors, contradictions, or questions regarding interpretation, the French version shall prevail.