

## **HRFORCE REFUND POLICY**

### **1. Scope of Application**

This refund policy applies to customers or businesses that have registered and paid for recruitment service packages, software solutions, or additional utilities on the HRFORCE platform.

Since HRFORCE.AI provide software services in an online format (SaaS), refunds will only be considered in specific cases, including but not limited to:

- System errors that prevent customers from using the service for an extended period.
- Duplicate payments or transactions where the amount was deducted but the service was not activated.
- Failed transactions caused by errors from payment gateways or intermediaries (ví dụ: VNPT EPAY, Napas, linked banks, etc).

### **2. Refund Eligibility**

- Customers must submit a refund request with valid transaction documents within 03–07 working days from the date of payment..
- HRFORCE does not provide refunds in the following cases:
  - The service has already been activated, used, or data has been accessed.
  - The customer voluntarily cancels the package or changes their needs after the service has been delivered.
  - Violation of HRFORCE's Terms of Use or Privacy Policy.

### **3. Refund Method and Process**

- Approved refund amounts will be transferred by HRFORCE through the bank account, e-wallet, or payment gateway used for the original payment
- Refunds will be processed according to the procedures of the corresponding bank or payment intermediary, ensuring safety and transparency.
- In special cases, HRFORCE Support Center will contact the customer directly to confirm account details and provide detailed refund instructions.

### **4. Regulations on Payment and Refund Transactions via Payment Gateways**

According to the policies of payment partners (e.g., VNPT EPAY, Napas, linked banks, ewallets, etc.), transaction statuses are defined as follows:

- Successful Transaction: The customer's bank account/card/e-wallet has been charged, and the payment gateway confirms success.
- Failed Transaction: The customer's account has not been charged, and the payment gateway returns a failure result..
- Refunded Transaction: A previously successful transaction that HRFORCE or the payment partner refunds upon a valid request.
- Regular Refund Transaction: A refund requested by HRFORCE, with the refunded amount returned to the customer's account/card/e-wallet within the timeframe specified by the bank or payment gateway.

## **5. Processing Time**

- Refund requests will be reviewed and responded to within 03–10 working days, depending on the processing time of the bank or payment intermediary.
- HRFORCE will notify the customer as soon as the refund process is completed.

## **6. Customer Support Contact**

For any inquiries or refund-related requests, please contact:

- Email: support@hrforce.ai
- Hotline: 0766 783 968
- The HRFORCE Customer Support Center is always ready to assist and process requests during business hours.

### **Note:**

This refund policy is issued to protect customers' legitimate rights while ensuring compliance with applicable laws and payment partner regulations.

Any cases not covered under this policy will be reviewed separately by HRFORCE.AI based on actual circumstances and mutual agreement between both parties.