

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).
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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.**
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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, e-wallets, 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.