

TALENTAXIS REFUND POLICY

1. Scope of Application

This Refund Policy applies to customers/businesses that have registered and paid for recruitment service packages, software solutions, or add-on utilities on the TalentAxis platform.

As talentaxis.ai provides software services online in the form of Software as a Service (SaaS), refunds will only be considered in certain special cases, including but not limited to:

- System errors that prevent customers from using the service for an extended period of time.
- Duplicate payments or transactions where money has been deducted but the service has not been activated.
- Unsuccessful transactions due to errors from the payment gateway or intermediary system, such as VNPT EPAY, Napas, affiliated banks, etc.

2. Refund Eligibility Conditions

- Customers must submit a refund request together with valid transaction documents within 03 - 07 business days from the date the payment arises.
- TalentAxis does not provide refunds in the following cases:
 - The service has been activated, used, or the data has been accessed or utilized.
 - The customer voluntarily cancels the package or changes their needs after the service has been provided.
 - The customer violates the Terms of Use or the Privacy Policy of TalentAxis.

3. Refund Method and Process

- The approved refund amount will be returned by TalentAxis to the bank account, e-wallet, or payment gateway used by the customer for the original payment.
- The refund will be processed in accordance with the procedures of the bank or intermediary payment partner, ensuring safety and transparency.
- In special cases, the TalentAxis Support Center will contact the customer directly to confirm account information and provide detailed instructions on the refund process.

4. Regulations on Transactions and Refunds via Payment Gateway

In accordance with the regulations of payment partners, such as VNPT EPAY, Napas, affiliated banks, e-wallets, etc., transaction statuses are understood as follows:

- Successful transaction: A transaction in which the customer's bank account/card/e-wallet has been charged and the payment gateway has confirmed the transaction as successful.
- Failed transaction: A transaction in which the customer's account has not been charged and the result returned by the payment gateway is failed.

- Refund transaction: A transaction that has been successfully completed, but TalentAxis or the payment partner proactively refunds the customer upon a valid request.
- Standard refund transaction: A refund transaction made upon request from TalentAxis, whereby the funds will be transferred back to the customer's bank account/card/e-wallet within the timeframe prescribed by the bank or payment gateway.

5. Processing Time

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

6. Support Contact

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

- Email: support@talentaxis.ai
- The TalentAxis Customer Support Center is always ready to receive and process requests during business hours.

Note:

This Refund Policy is issued to protect the legitimate rights and interests of customers, while complying with applicable laws and the regulations of intermediary payment partners.

Any case that falls outside the scope of the above provisions will be considered separately by talentaxis.ai based on the actual circumstances and the agreement between the parties.

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