TSCM Field Operator App

Refund Policy

LaSorsa and Associates, LLC | www.lasorsa.com | info@lasorsa.com

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1. Summary

If you are not happy with the App, you can get a full refund within 14 days of any payment, whether it is your first purchase or a yearly renewal. No reason is needed.

2. Who handles refunds

Purchases of the TSCM Field Operator App (the "App") are processed by Paddle.com, our reseller and merchant of record. Refunds are issued by Paddle to the original payment method, under this policy and Paddle's buyer terms. This policy forms part of our Terms of Service.

3. Within 14 days: full refund

- You can request a full refund within 14 days of the date you were charged, for your first purchase and for each annual renewal.
- This applies to the standard and alumni prices.
- When the refund is issued, the license key for that payment is deactivated on all devices.

4. After 14 days

After 14 days, payments are not refundable, except where the law requires it or we decide otherwise in a particular case. You can cancel at any time to stop the next renewal. You keep using the App until the end of the year you have paid for.

5. Free keys

License keys we provide free of charge have no payment to refund.

6. How to ask for a refund

- Use the link in your Paddle receipt email, or find your order at paddle.net; or
- email us at info@lasorsa.com with the email address you bought with, and we will arrange it with Paddle.

Refunds normally reach your account within 5 to 10 business days, depending on your bank or card issuer.

7. Cancelling renewals

Subscriptions renew automatically each year. To stop the next renewal, cancel through your Paddle receipt or paddle.net, or email us. We will remind you before each renewal 7 days before, by email. Cancelling is not a refund; for a refund of a renewal you were already charged for, ask within 14 days of that charge.

8. Chargebacks and misuse

Please contact us before disputing a charge with your bank, since we can usually refund faster. If a payment is charged back or reversed, the license key is deactivated. We may refuse a refund where we see clear abuse, such as repeated buy-and-refund cycles or a key that has been shared.

9. Your legal rights

Nothing in this policy limits any right you have under consumer protection laws where you live, such as a statutory right to cancel.

10. Contact

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