

Our Refund Policy

If Geek On Click is not able to resolve even a single issue within 10 Days (Ten Days) of the subscription purchase, we will refund full payment made by the customer.

If Geek On Click resolves one or more issues, the charges for the Subscription Service will not be refundable in any case. Notwithstanding this Geek On Click may, at its sole discretion and on a case to case basis, agree to a refund of Subscription charges after deducting fees for servicing the Customer.

In case you are not satisfied with the service and we have not been able to resolve even 1 issue with your PC in that month you are entitled to a full refund no questions asked. In case we're not able to fix even one of your computer issues your complete amount would be refunded. In case we're able to fix even one issue you're not entitled for a complete refund. We would deduct a minimum of (\$79.99 or 40% of the total charged amount, whichever is higher) x number of cases resolved by us, and refund back the rest amount. • Subscription based plan: you can ask for full refund if none of the issues are fixed within 15 days after registration. • If one or more issues are fixed and customer still wants refund of his/her amount before time period mentioned in the agreement then partial refund will be done, after subtracting the service charge on fixed issues.

All fees are inclusive of all taxes, levies, or duties imposed by taxing authorities of USA, and you shall be responsible for payment of all such taxes, levies, or duties, if levied in your country.

We don't store credit card information for any customer and we would not do any charging without your explicit consent.

You can move from a monthly/annual plan to an incident based plan, and we would be able to accommodate your amount for any such move at the terms and conditions suggested to you by your account manager at that time.

Right to Refuse, Suspend or Terminate Service

We reserve the right to refuse, terminate, or suspend service to any user for any reason we deem, in our sole discretion, to do so, without any prior notice. Typically, we will suspend, terminate or refuse service if we determine that a user is using a computer system in an improper or illegal manner, providing indecent or obscene content, violating the rights of privacy or publicity, violating the civil rights of others, conducting actions that defame a third party or entity, are publishing "hate" or intolerant material, or are threatening or harassing others. However, we may also suspend, refuse, or terminate service for any reason that we, in our sole discretion, consider appropriate to do so.

NOTE:

Geek On Click is always there to help you in different ways. We appreciate that before filing any issue directly from bank, kindly give us a call or email to make the final settlement on mutual understanding.