

Refund Policy

Effective Date: July 30th, 2018

General Instructions

Customers can ask refund for reports according to the conditions established in the section “Refund for Production Cost Reports”.

Refunds related to Intratec Indexes & Pricing Data subscriptions are NOT provided, except where required by law. If customer cancels a subscription at any time, he/she will be responsible for paying for its commitment for the remaining term.

Refund for Production Cost Reports

Our refund policy for all Intratec reports is as follows: a customer may ask for a refund before he/she receives the report or within 7 days from the date of delivery of the report.

Refund for Production Cost Reports - Before Report Delivery

Customers may ask for a refund of any report before its delivery.

If customer asks for refund within 36 hours from the report order date, the money refund will be equal to the amount paid at the time of purchase less a fee of 8% (eight percent) over the total amount paid, related to fees charged by banks, merchants and/or payment gateways. Money refunds will only be credited back to the account used to make the original purchase. If the original account has been closed, the purchase is not eligible for refund.

Customers requesting refunds may be blocked from making further purchases.

Refund for Production Cost Reports - After Report Delivery

Customers may ask for a refund of any report within 7 days from the date of delivery of the report, only if the content of the report delivered is not coherent, in terms of type and amount of information presented, with the report description provided and the available report samples presented in Intratec website.

If a customer requests a refund, he/she must provide a well-founded reason for the request, associated with missing report content. If Intratec confirms that customer complaints are valid, the requested refund will be processed and the money for the related purchase will be refunded back to the customer.

Money refund will be equal to the amount paid at the time of purchase less a fee of 8% (eight percent) over the total amount paid, related to fees charged by banks, merchants and/or payment gateways. Money refunds will only be credited back to the account used to make the original purchase. If the original account has been closed, the purchase is not eligible for refund.

Customers requesting refunds may be blocked from making further purchases.

NOTE

Before ordering a report, it is highly recommended downloading the report sample available in Intratec website. Although the sample is not about the industrial process of interest, it clearly shows, in advance, the amount and

type of information customer will get when ordering Intratec reports. In other words, the samples have the same standard and structure (types of graphs, tables and descriptions) that customers will find in Intratec reports.

Subscriptions to Intratec Indexes & Pricing Data

Considering that (i) Intratec Indexes & Pricing Data content is clearly described in Intratec website; (ii) Indexes & Pricing Data samples, including charts and figures, are offered for free in Intratec website and (iii) a variety of subscription plans to Intratec Indexes & Pricing Data are offered, **refunds related to Intratec Indexes & Pricing Data subscriptions are NOT provided**, except where required by law.

Subscriptions to Intratec Production Cost Reports

Considering that (i) Intratec Production Cost Reports Subscription plans are clearly described in Intratec website; (ii) Report samples and optional analyses samples are offered for free in Intratec website and (iii) a variety of subscription plans to Intratec Production Cost Reports are offered, **refunds related to Intratec Production Cost Reports Subscriptions are NOT provided**, except where required by law.

Final Remarks

Customers interested in requesting refunds must send an email to sales@intratec.us. The email must be entitled as "Refund Request".

Intratec team evaluates Refund Request within 5 business days. Upon Refund Request approval, money is credited back in customer's account within 10 business days, depending on Bank institutions processing the refund.