

What happens if I request cancellation within 30 days of my account activation?

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We offer 30 days money back guarantee and you will receive a complete refund minus one-time account setup fee. The refund will only be provided if you cancel the service within the first 30-day from your registration date. If you cancel the account after the 30-day money back guarantee period, you will not be entitled for any refund, even though you still have unused months of service. Please kindly refer to our Terms and Conditions about cancelling an account.

Please be advised that if you register for our Half-Yearly or Yearly Plan and later, you cancel the account within 30 days, you will still be charged a one-time account setup fee. Yes, you were not asked to pay this account setup fee during your account registration, however, when you cancel the account within 30 days time, you are not considered our half-yearly or yearly plan customer. For any non Half-Yearly and non-Yearly plan, you are always ask to pay a one-time account setup fee.

Refunds would not be made to customers who violate our Terms and Conditions. For more details, please refer to our Terms and Conditions on our official website.