



Refund Policy

Thank you for choosing Forms Live. We are committed to providing you with exceptional service and a product that meets your needs. However, we understand that circumstances may arise where a refund is requested. This policy outlines the terms and conditions under which refunds are granted.

Eligibility for Refunds

Refunds are available to customers who request them within 14 days from the date of subscription purchase. To qualify for a refund, customers must provide a clear and valid reason for their request, detailing how the product did not meet their expectations or requirements.

Request Process

To initiate a refund request, please contact our customer support team at support@formslive.com.au. Include the following details in your request:

- Full name and email address associated with your subscription.
- Date of purchase.
- Reason for requesting a refund.

Once your request is received, our team will review it and respond within 5 business days. If the request is approved, the refund will be processed and credited to the original payment method within 10 business days.

Exceptions

Refunds will not be issued under the following circumstances:

- Requests made after the 14 day refund window.
- Subscriptions purchased through promotional offers, discounts, or special pricing unless explicitly stated otherwise in the offer terms.
- Cases where the product was used extensively in a manner indicating significant value was derived from its use.

Changes to this Policy

We reserve the right to modify this refund policy at any time. Any changes will be effective immediately upon posting the updated policy on our website.

If you have any questions about our refund policy, please contact our support team at support@formslive.com.au