

# Refund Policy

This Refund Policy is an integral part of the public offer/service agreement of Sahara Sim and applies to all paid digital services, including eSIM, activations, tariff plans, balance top-ups, and other services.

# General Provisions and Moment of Service Provision

## Policy Applies to

- eSIM activations
- Tariff packages
- Balance top-ups
- Other digital services

## Service is Considered Rendered

- Upon provision of the profile/data for eSIM activation
- Upon crediting funds to the personal account balance
- Upon granting access to paid functionality

By placing an order, the Customer confirms ознакомление with the Policy and agrees to its terms. The service is considered rendered properly from the moment of any of the above events.

## No Refund of Funds

**Funds paid for the Services are not subject to refund under any circumstances**

Refunds are not provided in the following cases:

- Partial or complete non-use of Services
- Expiration of package validity periods
- Lack of a compatible device
- Restrictions and blocking by third parties (telecom operators, device manufacturers, etc.)

To the extent permitted by applicable law, the sole form of settlement for possible technical incidents is the gratuitous re-provision of a similar Service or the provision of technical correction/access (at the discretion of the Contractor). Monetary compensation is not provided.

The provisions of this section apply except where a refund is directly and imperatively required by law and cannot be limited by agreement of the parties.

# Limitations of Liability and Procedure for Appeals

## The Performer is not responsible for:

- Incorrect eSIM/profile installation
- Individual device settings/blocks
- Lack/instability of coverage or roaming from the mobile operator
- Actions of regulators, force majeure

The quality and availability of communication services on the operators' side are not controlled by the Performer and are not grounds for a refund.

## Procedure for contacting technical support:

1. Contact [support@saharasim.com] with the subject "Technical Support - [order number]"
2. Attach order/transaction number, date and method of payment
3. Problem description, screenshots/logs

The Performer has the right to request additional information necessary for diagnosis and technical correction.

# Recurring Charges and Concluding Provisions

01	02	03
<b>Recurring Charges</b> If a duplicate charge is found for a single order, the Performer will make an adjustment by providing an equivalent Service/credit to the balance. Cash refunds are not provided, except as explicitly required by law.	<b>Disputed Transactions</b> In case of a chargeback initiation, the Performer has the right to provide evidence of proper Service provision to the relevant payment system/bank.	<b>Policy Changes</b> The Performer has the right to unilaterally amend this Policy. The current version is published on the website saharasim.com.

In all matters not regulated by this Policy, the terms of the public offer and the norms of applicable law shall apply. If any part of the Policy is deemed invalid, this does not affect the validity of the remaining provisions.

# Limitations of Liability and Appeal Procedure

## The Performer is not responsible for:

- Incorrect eSIM/profile installation
- Individual device settings/blocks
- Lack/instability of network coverage or roaming from the mobile operator
- Actions of regulators, force majeure

The quality and availability of communication services on the part of operators are not controlled by the Performer and are not a basis for a refund.

## Procedure for contacting technical support:

1. Contact [support@saharasim.com] with the subject "Technical support - [order number]"
2. Attach order/transaction number, date and method of payment
3. Description of the problem, screenshots/logs

The Performer has the right to request additional information necessary for diagnosis and technical correction.

# Recurring Charges and Concluding Provisions

01	02	03
<b>Recurring Charges</b>	<b>Disputed Transactions</b>	<b>Policy Changes</b>
If a recurring charge for the same order is discovered, the Performer will make an adjustment by providing an equivalent Service/credit to the balance. Monetary refunds are not provided, except in cases directly required by law.	In the event of a chargeback initiation, the Performer has the right to provide evidence of proper service provision to the relevant payment system/bank.	The Performer has the right to unilaterally change this Policy. The current version is published on the website saharasim.com.

In all matters not regulated by the Policy, the terms of the public offer and the norms of applicable legislation apply. If any part of the Policy is declared invalid, this does not affect the validity of the remaining provisions.