Refund Policy (Thing.am)

Effective date: 20.01.2026
Website/App: Thing.am
Company: PMD Solutions LLC
Email: info@pmdsolutions.org
Address: H. Hakobyan 3

1. Purpose of This Policy

This Refund Policy explains when and how users of Thing.am may request a refund for paid services, subscriptions, or digital features purchased through the platform.

2. Definitions

“Service” – the Thing.am platform, including mobile and web features.
“User” – any person using Thing.am.
“Subscription” – a paid plan (monthly/yearly) providing access to premium features.
“Digital content / digital service” – paid access to features delivered electronically.

3. General Rule

Thing.am provides digital services, and access to paid features may be granted immediately after purchase. Refund eligibility depends on whether the service has already been provided, the time passed since purchase, technical issues or improper charges, and applicable Armenian legislation and consumer rights principles.

4. Eligible Refund Cases

A refund may be granted in the following cases:

4.1. Duplicate Payment
If you were charged more than once for the same purchase (due to a technical issue), we will refund the duplicate amount.

4.2. Unauthorized or Incorrect Charge
If a payment was made without your authorization or you were charged incorrectly, you may request a review. If confirmed, we will issue a refund.

4.3. Service Not Provided / Not Working
If the paid features are not accessible due to a confirmed issue on our side (system error, outage, failed activation), we will fix the issue, offer a replacement period, or issue a refund (fully or partially), depending on the case.

4.4. Subscription Cancelled Before Use
If you purchased a subscription and did not use any paid features, you may request a refund within 7 days of purchase.

5. Non-Refundable Cases

Refunds are generally not provided in the following situations:
- You changed your mind after using the paid features.
- You forgot to cancel your subscription before renewal.
- The service was used normally and worked as intended.
- Issues are caused by your device settings, your internet connection, third-party systems outside Thing.am control (e.g., Apple/Google payment system), or misuse of the platform.

6. Free Trials (If Applicable)

If Thing.am offers a free trial, you may cancel at any time before the trial ends to avoid charges. If you are charged after the trial due to not cancelling, the payment is typically non-refundable, unless required by law or in exceptional cases.

7. Subscription Cancellation

You may cancel your subscription anytime through your Thing.am account settings or the payment provider (App Store / Google Play), depending on where the purchase was made. Cancellation stops future renewals but does not automatically refund the current billing period unless required by law or stated in this policy.

8. How to Request a Refund

To request a refund, contact us by email at **info@pmdsolutions.org** and include:
- Full name
- Registered email/phone number
- Payment date
- Payment amount
- Payment method (card / Apple / Google / other)
- Reason for refund request
- Screenshot or receipt (if available)

9. Review Timeframe

We review refund requests within 5 business days. If approved, the refund will be processed within 5–10 business days, depending on your bank/payment provider.

10. Partial Refunds

In some cases, we may issue a partial refund, for example if the subscription was used for part of the billing period or if the service was partially unavailable due to technical reasons.

11. Chargebacks and Disputes

If you initiate a chargeback through your bank without contacting us first, we may temporarily restrict your access while the dispute is reviewed. We recommend contacting our support team first so we can resolve the issue quickly.

12. Legal Compliance (Republic of Armenia)

Thing.am respects consumer rights and aims to resolve disputes fairly and transparently, in accordance with the principles of the Republic of Armenia legislation related to consumer protection and electronic services. If a conflict cannot be resolved through support, the user may apply to the relevant authorities or courts as permitted under RA law.

13. Changes to This Policy

We may update this Refund Policy from time to time. Updates will be published on our website/app and become effective from the updated effective date.

14. Contact Information

For refund-related questions, contact us:

Email: info@pmdsolutions.org
Company: PMD Solutions LLC
Address: H. Hakobyan 3