

Cancellation/Deletion and Refund Policy:

- **Account Cancellation/Deletion is done through the following steps:**
- A. Navigate to the user profile tab.
- B. Click on the "Delete Account" button.
- C. Confirm your Decision to delete the account by clicking the "Confirm" button.
- D. Provide a reason for the deletion.
- E. Final confirmation of account deletion by clicking the "Confirm" button.
- After completing these steps, the relevant department at Q Quotation DMCC will review the request and decide whether to approve or reject the deletion based on the review outcome.
- 1. Time Period for Cancellation/Deletion: which specifies the time limit within which a cancellation can be made without incurring additional fees.
- Cancellation shall be made within 15 days from the date of submitting the request. In the meantime, the ability to submit requests or accept offers will be suspended.
- 2. Cancellation/Deletion Fees:
- Q Quotation DMCC Company exempted any fees.
- **3. Refund Policy:**
- - Our customer service center shall be contacted to clarify the reasons based on which the customer service center will submit a refund request for the customer.

- - The refund policy applies only on the amounts of money that are paid as subscription fees for packages offered on the Q Quotation DMCC platform. Services and goods are not included in the refund policy, and the refund policy for goods or services is determined based on the direct agreement between the seller and the buyer, without any intervention from Q Quotation DMCC platform in this part.
- - The supplier is entitled to refund the amount of money that has been paid for one of the platform's packages as long as the package is still valid.
- - The supplier is not entitled to refund any amounts of money in case the purchased package has expired.
- - In case the supplier has consumed a part of the package purchase RFQ details, he/she can refund the remaining amount provided that the package is still valid.
- - The amount will be refunded using the same payment method that was used when subscribed.
- - The refund request will be processed within 10 working days starting from the refund request date.