

Refund Policy

Written by Administrator

Tuesday, 08 February 2011 19:42 - Last Updated Tuesday, 08 February 2011 21:15

TamilDigest Online Subscription has a straightforward refund policy that has been designed with our customers in mind. Full details of this policy are explained below. This refund policy is subject always to our terms and conditions.

Neugen Inc operates an online Tamil Language Learning Subscription Services. Neugen Inc., reserves the right to vary or terminate the monthly or yearly subscription services and does not guarantee that a monthly or yearly subscription service will remain paid for or that a free-of-charge service will remain free-of-charge during the trial period.

Ending your subscription

You may cancel your subscription to a monthly or yearly subscription service at any time by contacting our Customer Services team at info@tamildigest.com This e-mail address is being protected from spambots. You need JavaScript enabled to view it . Or alternatively, call +1(908)-251-5343.

If you decide to end your monthly or yearly subscription service, we will issue a pro-rata refund for any unused whole days remaining on your subscription on a pro-rata basis (a day is regarded as starting at 00.01 hours GMT). For example, if you end your subscription on day 15 of a 30-day subscription period, Neugen Inc, will automatically refund you the remaining 15 days of the subscription period.

Any cancellation of your subscription will be effective once Neugen Inc. receives notice of it.

Customer satisfaction

If for any reason you are unhappy with any element of the subscription service, we will investigate every complaint and will endeavour to resolve any issues as quickly as possible.

Refund Policy

Written by Administrator

Tuesday, 08 February 2011 19:42 - Last Updated Tuesday, 08 February 2011 21:15

Failed transactions

Please ensure that your payment card details are kept up to date. If we are unable to process payment from your card, we regret that it will be necessary to suspend your access to the subscription sections of the TamilDigest Online subscription until you provide us with details of a valid credit card. You can do this by emailing our subscription department at subscribe@tamildigest.com. You will still be liable for any outstanding payments that could not be met when your account was suspended.