

# Check-in policy

If the service that you purchased from us does not work due to technical problems associated with our site, you have looked for support from us in connection with the problem you have encountered, but did not receive help or instructions on how to solve this issue and if you have there is evidence of contacting us, then we shall refund you the payment for the service you purchased. But check-in policy shall not take into account your personal attitude and sympathy in relation to any aspect of the site's support service.

For our part, we shall guarantee to provide support for any questions that you may have.

**Therefore, if you want to receive a refund, you should follow these steps:**

- Contact support service using the support e-mail address located on the company's website <https://photogram2020.com/>
- Describe the problem you have encountered or formulate the question you want to get an answer to
- Wait for a response from our support service

A refund for using the service is possible in cases where not a single download of photos was made and a refund request was received no later than 14 days from the date of payment for the company's service.

If within 14 days the request for a refund is not received, then the refund shall not be made under any circumstances

We ask for your patience and understanding, as well as give us the necessary time for an optimal solution to any problem you have.

**In the event of any disputed return issues, we shall be guided by the EU consumer directive:**

[http://ec.europa.eu/consumers/overview/cons\\_policy/index\\_en.htm](http://ec.europa.eu/consumers/overview/cons_policy/index_en.htm)

**Note:** In the event of any discrepancies between the Russian and English texts of this legal document, the English text shall prevail.