Refund Policy for Gnodi Node Software License(s)

General Policy

Fínna is committed to ensuring customer satisfaction with our services. Given the nature of our offerings, we maintain a strict no-refund policy, except as outlined below. In compliance with applicable laws, Users have a three-day right of rescission, allowing them to cancel their purchase within three business days for a full refund. After this period, refunds will only be considered in exceptional cases, entirely at the discretion of Fínna. Clients who believe their situation merits an exception must provide a compelling case for such consideration.

Eligibility for Refunds

Refunds may be issued under the following conditions:

- **Three-Day Right of Rescission:** Users may cancel their purchase within three business days for a full refund.
- **Duplicate Charges:** If you were mistakenly charged multiple times for the same service, we will issue a refund for the duplicate charges.

Refund Request Process

To request a refund, please follow these steps:

- **Contact Support:** Email our support team at support@finna.life
- **Provide Information:** Include your account details, transaction ID, and a detailed description of the issue.
- **Review Process:** Our team will review your request and respond within 10 business days.

Non-Refundable Situations

Refunds will NOT be issued in the following scenarios:

- **Change of Mind:** If you change your mind after the three-day rescission period.
- **Violation of Terms:** If your account is suspended or terminated due to a violation of our terms and conditions.
- **Partial Use:** If you have used part of the service but decide not to continue.

Refund Method

Approved refunds will be processed back to the original payment method. Please note that it may take up to 10 business days for the refund to appear in your account, depending on your payment provider.

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Cancellation Policy for Fínna

Termination

Fínna may suspend or terminate the User's right to access or use Fínna immediately and without notice if:

- Fínna determines that the User's use of the services poses a security risk to Fínna, its infrastructure, or any third party.
- The User engages in fraudulent activities or is in breach of any terms and conditions.
- The User initiates a chargeback or dispute related to any payment or purchase of Services.
- The User ceases to operate in the ordinary course, assigns assets for the benefit of creditors, or becomes subject to bankruptcy, reorganization, liquidation, or similar proceedings.

Fínna reserves the right to cancel the User's account if the User is included in any trade embargoes or economic sanctions list (such as the United Nations Security Council Sanctions List), the list of specially designated nationals maintained by the Office of Foreign Assets Control (OFAC) of the U.S. Department of the Treasury, or the Denied Persons or Entity List of the U.S. Department of Commerce.

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