POLOSYS CLIENT PORTAL - PAYMENT & REFUND POLICY

Transaction Processing, Dispute Resolution & Refund Terms

Polosys Technologies | Client Portal & Mobile App Policies | October 2026

1. In-App Transactions & Subscription Purchases

The Polosys Client Portal allows authorized business users to review invoices, renew organization subscriptions, and purchase add-on services directly from their mobile or web dashboard.

2. Payment Dispute & Refund Process

In the event of duplicate charges, transaction errors, or billing discrepancies initiated through the Client Portal, users may submit a refund request directly through the app support desk within 7 business days.

3. Approved Refund Settlement

Approved refunds are credited back to the original payment method (Credit Card, Mada, Apple Pay, or Bank Transfer) within 5 to 10 business days, subject to payment gateway and bank clearing timelines.

4. Organization Account Inquiries

For questions regarding billing invoices or payment histories, account owners may contact Polosys Support at support@polosys.com or through the in-app support chat.

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