

# Refund & Return Policy - Microprokey

## Refund & Return Policy

Thank you for visiting Microprokey refund & Return Policy. We aim to provide a fast, secure, and reliable digital delivery service for software licenses. Please carefully review our refund and return policy before making your purchase.

## How Do I Receive My Product Key?

After completing a successful purchase, your digital Product Key will be automatically sent to your email. Please be sure to check your spam or junk folder if you don't see it in your inbox.

In addition to email delivery, you can also:

- Track your order and view your product key anytime by visiting our Order Tracking Page using your Order ID and Billing Email.
- Log in to your account on our website to find all your purchased Product Keys under the "My Account" section.

This ensures you always have access to your product key, even if the email is lost or missed.

Additionally, your Product Key will be displayed on-screen immediately after order confirmation.

## How Quickly Will I Receive My Product Key?

Our system ensures instant delivery. Once payment is complete and passes fraud checks, your Product Key is automatically shown on the screen and emailed to you. This typically takes a few minutes, 24/7.

## What is a License/Product Key?

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A digital Product Key is a unique code used to activate software. It is a combination of numbers and letters and is required to install and use licensed software.

Do I Need a Product Key?

Yes. To access and use most software products, a valid License/Product Key is essential.

Refunds & Returns

Because we sell digitally delivered items, they are not eligible for return, cancellation, or exchange under the Distance Selling Regulations.

We may only issue a replacement for defective or non-working Product Keys under certain conditions.

NOTE: Important Note

- All purchases made at Microprokey are non-refundable.
- Once a Product Key has been delivered and viewed (via screen or email), it is considered used and cannot be returned, refunded, or resold.
- However, if we fail to provide a working key and cannot send a replacement, only then a refund may be issued.

Situations Where Refunds or Replacements Are NOT Issued

1. Incorrect Purchases

Refunds or replacements will not be issued if the wrong product is purchased or if the product is incompatible with your device or system.

Examples of incorrect purchases include:

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- Purchasing a Windows version for a Mac device.
- Purchasing an Office suite for Windows while using a Mac device.
- Purchasing a Windows 10 Pro key while your system runs Windows 10 Home.
- Purchasing an Office 2021 Professional Plus key while using Office 2021 Home and Student.

It is the customer's responsibility to ensure the product is compatible with their system before purchasing.

### 2. Installation or Activation Issues

Our support team is available to assist you with installation or activation problems. Before a refund or replacement is considered:

- We may request screenshots of the error message or the entered key.
- We may request a remote support session (e.g., TeamViewer, Anydesk), to help diagnose the issue.

Refunds or replacements will only be considered if all support efforts are unsuccessful and we confirm the key is defective.

### 3. Product Use Issues

Issues related to using the software (e.g., creating a file in Word or program errors) should be directed to the software developer's official support channels.

### 4. Order Cancellation

Orders cannot be canceled once the Product Key has been delivered, as this product is no longer secure or reusable.

If a product key has already been sent to you, the order is final and non-cancellable.

We reserve the right to cancel and refund any order suspected of fraud or unauthorized activity before delivery.

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### 5. Digital Delivery and Security

Due to the nature of digital goods, we track delivery and viewing of every key (IP address, time, and date).

Once the key is delivered and accessed, we cannot offer refunds.

### 6. Error Code Issues

You must report any redemption or activation error within 7 days of purchase.

We cannot offer support, replacement, or refunds for issues reported after this period.

### 7. Exchanges

If the Product Key is proven defective and cannot be fixed even with technical support, we will issue a replacement for the same product.

Exchanges are valid within 7 days of purchase only.

Exchanges are only offered after investigation by our technical team.

### How to Request a Refund or Replacement

To request a refund or replacement, email us at [support@microprokey.com](mailto:support@microprokey.com) with the following information:

- Full Name
- Order Number
- Billing Email
- Product Key
- Description of the issue
- Screenshots or other supporting evidence

Our support team is available 24/7 and will assist you as quickly as possible.

## **Refund & Return Policy - Microprokey**

Thank you for choosing Microprokey. We appreciate your understanding and support.