RETURNS AND COMPLAINTS POLICY

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1. Introduction

1.1. Purpose of the document

The purpose of this document is to define the rules for returns and complaints regarding digital services provided by the Mato Project organization.

1.2. Scope of application

The policy applies to all services provided electronically (including programs, websites, micropayments, and Pro versions), unless stated otherwise in specific terms and conditions. An exception are services covered by a separate return policy, about which the user is informed separately.

2. Returns of digital services

2.1 Nature of digital services

The services provided by Mato Project are of a digital nature and can be fulfilled immediately after

purchase or account activation.

2.2 Right of withdrawal from the contract

In accordance with applicable regulations (Consumer Rights Act), the user has the right to withdraw from a distance contract within 14 days, provided that the service has not been fully performed with the express consent of the user.

2.3 Exceptions to the right of withdrawal

The right to return does not apply if:

- the service has been fully performed (e.g., activation of the Pro version),
- the use of digital features has begun with the express consent of the user,
- the digital product has been downloaded or irreversibly used.

3. Return procedure

3.1 Method of submitting a return request

To submit a return request, the user should send a message to: support@mato-project.org and a copy of this message to projectmatostudio@gmail.com or directly on the Mato Project Support website, providing:

- the e-mail address associated with the account,
- the date of purchase,
- the order number or proof of payment,
- the justification for the return (if applicable).

3.2 Deadlines and form of refund

The refund will be issued within up to 14 days from the moment of a positive review of the request, using the selected or the same payment method that was used for the purchase.

3.3 Conditions for a positive review of a return

A return is possible only if the service was not used or if identified errors prevent its use. Discretionary returns are considered on an individual basis.

4. Complaints

4.1 Grounds for complaint

The user has the right to file a complaint if:

- the digital service does not work as described,
- serious technical errors have occurred preventing its use,
- unauthorized transactions or charges have occurred.

4.2 Method of submitting a complaint

Complaints should be directed to the address: support@mato-project.org and a copy of this message to projectmatostudio@gmail.com or directly to the Mato Project Support page with a detailed description of the problem, attached evidence (e.g., a screenshot), and contact details.

4.3 Deadlines for processing complaints

Complaints are processed within up to 14 working days from the date of their receipt. In exceptional cases, the deadline may be extended, about which the user will be informed.

4.4 Possible decisions and remedies

In response to a complaint, the following actions are possible:

- repair or improvement of the service function,
- extension of the service validity period,
- partial or full refund of funds,
- refusal to accept the complaint with justification.

5. Service provider's liability

5.1 Limitation of liability

Mato Project is not liable for:

- errors resulting from improper use of the service,
- temporary technical breaks independent of the service provider,
- actions of third parties or payment providers.

5.2 Guarantee of service operation

Digital services are provided in their current state ("as is"), without a guarantee of continuous availability, however, Mato Project makes every effort to ensure their reliable operation.

6. Contact

6.1 Contact details

In matters of returns and complaints, please contact:

Mato Project

E-mail: support@mato-project.org

Mato Project Support

6.2 Communication mode

Requests are accepted exclusively electronically. In exceptional cases, postal contact to the registered office address is permitted if it was provided in the regulations of a given service.