



## GlobalSign Refund Policy

### Version 1.1

#### Certificate Refund Policy

GlobalSign operates under rigorous practices and policies in undertaking certification authority operations and in issuing trusted certificates. However if a subscriber is not completely satisfied with the issued certificate, the subscriber may request a refund within 7 days of the certificate being issued, which subscriber has an obligation to revoke the certificate. Upon the refund request being accepted, either directly through the Global Agent System (GAS) or by speaking directly with a GlobalSign customer services representative, GlobalSign will promptly refund full amount of the applicable fees paid for the certificate.

Depending on the payment method by which the certificate was purchased, to process the refund GlobalSign will:

- Credit the subscriber's credit card (if payment was made by credit card), or
- Reimburse to the subscriber's bank account (if payment was made by bank transfer), or
- Return the funds to the subscriber's GlobalSign reseller account (if payment was made using bulk credit from a reseller account)

However, subscriber must incur any fee in connection with the refund process, and GlobalSign will refund the net amount. In particular:

- if payment was made by credit card, GlobalSign will subtract the fee in connection with crediting to the subscriber's credit card (if there is any), and
- if payment was made by bank transfer, GlobalSign will subtract fees required for the bank transfer.

Refund requests can be made by logging into the GAS account used to purchase the certificate or by contacting Customer Support at [www.globalsign.com/support](http://www.globalsign.com/support).

#### Certificate Cancellation Policy

GlobalSign does not charge for the certificate until it has been issued. Applicants may cancel an application prior to issuance without incurring any fees. Cancellations can be made by logging into the GAS account used to apply for the certificate or by contacting Customer Support at [www.globalsign.com/support](http://www.globalsign.com/support).