GlobalSign Refund Policy

Version 1.4
Certificate Refund Policy

If a subscriber is not completely satisfied with a service/certificate, the subscriber may request a refund. The request for a refund must be made within seven (7) days of the availability of the certificate..

If a refund is issued, the subscriber has an obligation to revoke the certificate. Upon the refund request being accepted, either directly through the GlobalSign Certificate Center (GCC) or by speaking with a GlobalSign customer service representative, GlobalSign will promptly refund the amount of the applicable fees paid for the service/certificate less any fees incurred by GlobalSign in connection with the refund process, except where prohibited by law. In particular:
- if payment was made by credit card, GlobalSign will subtract any fee charges to GlobalSign in connection with crediting the subscriber's credit card (if there is any), and
- if payment was made by bank transfer, GlobalSign will subtract any fees required for the bank transfer.

Depending on the payment method used to purchase the certificate, GlobalSign will process the refund by:
- Crediting the subscriber's credit card if payment was made by credit card, or
- Reimbursing the subscriber's bank account if payment was made by bank transfer, or
- Returning the funds to the subscriber's GlobalSign reseller account if payment was made using bulk credit from a reseller account.

Refund requests can be made by logging into the GCC account used to purchase the certificate or by contacting Customer Support at www.globalsign.com/support.

Certificate Cancellation Policy
GlobalSign does not charge fees until either a notification of the commencement of a certificate issuance service has been made or a certificate has been issued. Applicants may cancel an application prior to either of these points without incurring any fees. Cancellations can be made by logging into the GCC account used to apply for the service/certificate or by contacting Customer Support at www.globalsign.com/support.