

REFUND POLICY

This Refund Policy outlines the terms and conditions for the refund of subscription fees for users of our SaaS-based application, designed for sports academies and their players. By using our application, you agree to this policy.

1. Eligibility for Refund

1.1. Refunds are only applicable to users whose sports academies have a refund policy in place. If the academy does not have a refund policy, the user will not be eligible for a refund from the academy or Dartle.

1.2. Users must adhere to the specific refund policies and procedures of their respective academies to be eligible for a refund.

2. Initiation of Refund Process

2.1. Users (players) who wish to stop using the application must notify their academy and Dartle of their intent to withdraw.

2.2. The user can initiate the withdrawal process directly through the application, which will automatically notify both the academy and Dartle.

3. Refund Process

3.1. Upon receiving a withdrawal request, the academy will process the refund according to its specific refund policy.

3.2. The academy is solely responsible for handling and processing refunds. Dartle is not responsible for any disputes or issues related to refunds processed by the academy.

4. Time Frame for Refund

4.1. The time frame for processing refunds will vary depending on the academy's policy. Users should refer to their academy's refund policy for specific details.

4.2. Dartle will ensure that the application promptly notifies the academy of the user's withdrawal request to facilitate a timely refund process.

5. Non-Refundable Situations

5.1. If the academy does not offer a refund policy, users will not be entitled to any refund.

5.2. Any fees paid directly to Dartle (outside the scope of the academy's fees) are non-refundable unless explicitly stated otherwise.

5.3. Refunds are not applicable for any partial months of service or for any downgraded subscription plans.

5.4. Dartle reserves the right to deny a refund if the user has violated the terms of service or engaged in fraudulent activity.

6. Dartle's Liability

6.1. Dartle's liability is limited to the amount of fees paid by the academy to Dartle for the user in question, excluding any direct or indirect damages.

6.2. Dartle shall not be liable for any loss of data, revenue, or any other damages arising out of or in connection with the use of the application or the refund process.

7. Communication and Support

7.1. Users can contact Dartle through the application's support feature for any questions or issues related to the withdrawal and refund process or directly contact their academy.

7.2. Dartle will assist in ensuring clear communication between the user and the academy regarding the withdrawal request.

8. Amendments to the Refund Policy

8.1. Dartle reserves the right to amend this Refund Policy at any time. Users will be notified of any significant changes through the application.

8.2. Continued use of the application after any changes to this policy will constitute acceptance of such changes.

9. Force Majeure

9.1. Dartle shall not be liable for any delay or failure in performance due to circumstances beyond its reasonable control, including but not limited to acts of God, natural disasters, war, terrorism, labor disputes, or governmental actions.

10. Governing Law

10.1. This Refund Policy shall be governed by and construed in accordance with the laws of the jurisdiction in which Dartle is incorporated, without regard to its conflict of law principles.

10.2. Any disputes arising out of or in connection with this Refund Policy shall be resolved through binding arbitration in Dartle's jurisdiction, unless otherwise required by applicable law.

11. Contact Information

For any questions or concerns regarding this Refund Policy, please contact us through the application's support feature or write us at support@dartle.app

By using our application, you acknowledge that you have read and understand this Refund Policy and agree to be bound by its terms.