



Refund Policy

Last Updated: 31 May 2024

Overview:

Our goal at ServGo is to satisfy your gaming needs by offering premium game hosting services. We acknowledge that unforeseen circumstances do occur and that you might require a refund. We've created our refund policy to be open and equitable. What you should know is as follows:

Refund Eligibility:

After your initial purchase, refunds are available within 7 days. However, our support staff is the first person you should contact if you have any questions or problems with your service. We can assist you and help you find solutions to any issues you may be having.

Refund Process:

Please open a ticket at our helpdesk or use our live chat feature to contact our support staff to request a refund. Give specifics regarding the cause behind your request for a refund. As soon as we receive your request, our staff will get right to it. Refunds will be applied to the credit balance on the account.

Non-Refundable Services:

There are no refunds for additional services like setup fees, add-ons, or domain registration.

Chargebacks and Disputes:

Your services or account may be suspended if you initiate a chargeback or payment dispute without contacting our support team.

Contact Information:

Please get in touch with us at the following information if you have any queries or complaints about our refund policy:

- Telephone: +60-11-6301-4690
- Email: legal@sync.com.my

You acknowledge and agree that the terms and conditions set out in this Refund Policy statement shall apply to your use of our website and services. This statement may be updated or changed as necessary by ServGo. Please visit this page frequently for updates.