

Payment and Service Access

Secure Payment

Payments within the application are processed through the **FreedomPay** system.

- **Cards:** VISA, MasterCard.
- **Security:** Your data is protected according to the **PCI DSS** standard. ALEEM does not store your card details.
- **Confirmation:** A **3DSecure** code from your bank is required for a successful transaction.

Common reasons for payment failure:

- Insufficient limit for online payments.
- Incorrect security code or expiration date.
- Technical restrictions from the issuing bank.

Free Trial Period

If you have activated a trial period:

- It automatically converts into a paid subscription unless canceled at least **24 hours** before the trial ends.
- Any unused portion of a trial period is forfeited when a full subscription is purchased.

Auto-Renewal

- The subscription renews automatically at the end of each billing cycle (monthly or yearly).
- The fee for the new period is charged within **24 hours** prior to the end of the current one.
- The renewal price corresponds to the current rate at the time of the charge.

Subscription Cancellation

- Deleting the application does not stop the billing process.
- **How to cancel:** Go to Device Settings -> Apple ID -> Subscriptions.

- **Access:** After cancellation, you can continue using premium features until the end of the already paid period.

Refund Policy (App Store)

Since payments are processed through the App Store, Aleem Labs cannot issue refunds directly.

- **Refund Requests:** All inquiries are directed to Apple Support and reviewed according to their policies.
- **Partial Refunds:** Refunds for partially used periods are not provided.
- **Exceptions:** If you paid for the service outside of the App Store or are located in the EU/UK (right to refund within 14 days), contact us at: support@aleem.io.

Refund Policy (Republic of Kazakhstan)

According to the legislation of the Republic of Kazakhstan, refunds for services or digital content have specific conditions:

- **Before service delivery:** You may opt out of the service at any time before access is granted or the service begins.
- **Digital content:** If you have already received access to materials or activated a subscription, the refund may be limited as the service is considered rendered.
- **Refund amount:** Upon cancellation, the full cost is refunded minus the actual expenses incurred by the provider (if any).
- **Timeline:** Funds are returned to the same card used for payment within **21 business days** after the request is approved.

How to Request a Refund

If a technical error occurred or you wish to cancel your subscription:

1. Email us at support@aleem.io.
2. Attach your payment receipt (available in your transaction history) and a brief description of the situation.
3. For a formal refund, a completed application form (template provided by support) and a copy of your ID may be required.

Delivery (Access)

Access to the service is granted **instantly** after confirmation of successful payment. An activation notification will be sent within the app or to your email.

Technical Support: support@aleem.io