

# 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.
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## 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.
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## 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.
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## 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.
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## 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**.
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## 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.
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## 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.
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## **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](mailto:support@aleem.io)