

Delivery and Refund Policy

Cancellation, Refund and Delivery Terms · Last revised: 27.10.2026

Company	AltınSoft Bilişim Teknolojileri Tic. Ltd. Şti.	Tax Office / No	Babaeski / 0640383341
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Registered Email (KEP)	altinsoft.bilisim@hs01.kep.tr	Hosting Provider Certificate No	YS-388
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This policy governs the delivery of services and the cancellation and refund terms for sales made by AltınSoft Bilişim Teknolojileri Tic. Ltd. Şti. (“ALTINSOFT”) through www.altinsoft.com, the other websites it operates and the customer panel (together, the “Site”). It supplements the Terms of Service; in case of any difference between the two texts, the provision more favorable to the Customer applies. This English version is provided for convenience; in case of any discrepancy, the Turkish version prevails.

1. Legal Basis

With regard to the sale and delivery of the services they purchase, buyers are subject to Law No. 6502 on Consumer Protection, the Distance Contracts Regulation (Official Gazette: 27.11.2014/29188) and other applicable legislation. No provision of this policy limits the rights granted to consumers by law that cannot be excluded by contract (including rights relating to defective services).

2. Definitions

Contract date: The purchase date on which a product or service is processed by ALTINSOFT under the relevant contract.

Annual purchase: Purchases with a term of one year or longer. **Monthly purchase:** All purchases with a term shorter than one year.

3. Right of Withdrawal

Under Article 15 of the Distance Contracts Regulation, the 14-day right of withdrawal cannot be exercised for contracts concerning services performed instantly in electronic form or intangible goods delivered instantly to the consumer. ALTINSOFT services are of this nature. The cancellation option in Section 5 is an optional right granted by ALTINSOFT independently of the statutory right of withdrawal.

4. Non-Refundable Products

The following products are services performed instantly in electronic form or intangible products delivered instantly; therefore, regardless of the contract term (monthly or annual), they cannot be cancelled and their fees are not refunded:

- Servers: VDS and dedicated servers, the additional resources added to them (processor, memory, disk, IP address, etc.) and setup fees,
- Domain names (registration, transfer and renewal),
- All licenses (including third-party software licenses),
- SSL and security products.

5. Cancellation Periods for Other Products

Products other than those listed in Section 4 that are offered as refundable may be cancelled within the periods below. Cancellation and refunds apply only to new purchases; renewals and upgrades cannot be cancelled or refunded.

Purchase type	Cancellation period
Monthly purchases (shorter than one year)	48 hours from the contract date
Annual purchases (one year or longer)	15 days from the contract date

6. Reserved Rights and Breach of Rules

The refund exclusions in this policy do not remove the statutory rights relating to defective services or the rights arising from mandatory legislation, including the refund upon termination due to force majeure lasting longer than one month as provided in the Terms of Service.

If the contract is terminated by ALTINSOFT because the Customer has breached the Terms of Service or the legislation, the fees paid are not refunded.

7. Campaign and Gift Products

The value of services and products that are provided as gifts within a campaign together with the products and services for which a refund is requested, and that are performed instantly, is not refunded; the value of the gift products is deducted from the total refund amount.

8. Domain Name Transfer

If a domain name transfer cannot be completed for any reason, the amount the Customer paid for the transfer is not refunded in cash but is added to the ALTINSOFT Customer Account Credit balance.

9. How Refunds Are Made

Refunds are made, at the Customer's choice, to the payment method used (refund to card) or by loading the amount to the ALTINSOFT Customer Account Credit balance. Refund periods are subject to Section 14 of the Terms of Service; the time it takes for a card refund to appear on your account depends on your bank.

Payments made by bank transfer are refunded to the bank account registered in the Customer's name.

10. Credit Balance

Credit loaded to the customer account is not refunded in cash; it can be used only for new orders and for renewing existing services. However, if the contract is terminated by ALTINSOFT without fault of the Customer, or if the service can no longer be provided for a reason attributable to ALTINSOFT, the unused balance is refunded.

11. Delivery Policy

ALTINSOFT services are delivered electronically; there is no physical delivery and no delivery fee is charged.

- **VDS servers:** Set up automatically once the payment is confirmed. For accounts that require identity verification, setup starts after the verification is completed.
- **Dedicated servers:** The delivery time depends on the preparation of the selected hardware at the data center; the server status and setup stages can be followed from the customer panel.
- **Bank transfer payments:** The delivery process starts after the payment reaches ALTINSOFT's account and is matched with the order.

Access and usage information for all purchased services is sent to the Customer's registered email address; detailed information on the services is available in the customer panel.

12. Cancellation and Refund Requests

You can submit your cancellation and refund requests within the relevant periods through the support section of the customer panel or by writing to destek@altinsoft.com from your registered email address. The date on which the request is received is taken as the basis for calculating the periods.

13. Contact Information

- Email: destek@altinsoft.com
- Phone: +90 850 303 81 59
- KEP: altinsoft.bilisim@hs01.kep.tr
- Address: Fevzi Çakmak Mah. Gazi Mustafa Kemal Bulvarı No:30 Veli Abalı Apt. D:8 Babaeski / Kırklareli – Türkiye