

## Juugo Europe Ltd. Refund Policy

Date of last modification: October 21 2011

By signing up at our website, and purchasing any of our product packages, you agree to Juugo Europe Ltd.'s refund policy stated below:

Juugo Europe Ltd. is an online opportunity. All product orders are effectuated instantly upon purchase.

Some of the products Juugo offers are made available immediately, and some of these products will be shipped to you when you have completed the required steps.

These are the products and the required steps to get them.

- **Juugo Online Office** – Available immediately, login with your Username and Password.
- **Juugo Travel** – Available Immediately, from the online office
- **Juugotel** – Available Immediately, from the online office.
- **Juugo e-Wallet operated by Towah** – Available immediately, must be KYC Approved to transfer funds out.
- **Towah MasterCard® Prepaid Card** – Will not be shipped until you are KYC approved
- **Juugo Prepaid Card** - Will be shipped immediately
- **Priority Pass** – Will not be shipped until you have filled out the required order form online, Order code is made available immediately from the online office

As a direct consequence to the above stated, **Juugo Europe Ltd. cannot give any refunds!**

However, Juugo Europe Ltd. will accept a request for refund if:

- The user has NOT logged in to His/Her online office and/or effectuated product activation within 48 hours after product purchase.

**NOTE: The amount refunded will be 50% of the original €299 purchase, as the other 50% has already been paid as a sales commission.**

**When Juugo receives a request from a Distributor to refund a customer's credit card, the process is as following:**

1. The Distributor's Juugo account will be closed.
2. The customer's credit card will be refunded through our credit card processor's admin tool.
3. The credit card processor will notify the bank which will deposit the money back into the card. This might take up to 60 days, depending on the customer's bank.

After our credit card processor has refunded the customer's credit card through the admin tool the process is out of our hands, and we can do little more than be of assistance should any questions arise from the customer.

Please do have in mind our security policies which prevent us from giving out sensitive information without first making sure that we really are talking to the correct customer.

**Misused Charge Back attempts are followed up by our Attorneys, as this is considered attempt of fraud, and people misusing chargeback's will be prosecuted to the full extent of the law.**

The following products must be returned:

### **The Towah Card returned to:**

Towah Entertainment NUF  
Compliance department  
Agentgata 1  
1607 Fredrikstad  
Norway

### **The Priority Pass Card returned to:**

Priority Pass  
PO Box 120,  
Croydon CR94NU  
United Kingdom

**ALL REQUEST FOR REFUND MUST BE SENT TO [refund@juugo.net](mailto:refund@juugo.net) via the form 110A, which can be downloaded from the distributor back-office, also attached in this PDF.**



# Request For Refund, Form 110A

PLEASE FILL IN THE FORM BELOW TO REQUEST A REFUND.  
WE WILL ONLY ACCEPT REFUNDS BASED ON OUR REFUND POLICY.

## Personal Details (USE CAPITAL LETTERS)

Firstname: \_\_\_\_\_

Lastname: \_\_\_\_\_

Username: \_\_\_\_\_

Phone: \_\_\_\_\_ (INCLUDE COUNTRY CODE)

E-Mail: \_\_\_\_\_

Last 5 Digits of Credit Card: \_\_\_\_ \_

Towah Account Number: \_\_\_\_ \_

Sponsors Username: \_\_\_\_\_

Sponsors Name: \_\_\_\_\_

## Transaction Details:

Towah Transaction ID: \_\_\_\_\_

Total Amount to be refunded: \_\_\_\_\_ Euro

Purchase Date: \_\_\_\_\_

## Reason For Refund:

DATE: \_\_\_\_\_

SIGNATURE:

\_\_\_\_\_

PRINT NAME:

**PLEASE SCAN & SEND THE SIGNED FORM TO REFUND@JUUGO.NET**