

Windows® Marketplace for Mobile Refund Policy

This document sets forth the default refund policies for Windows® Marketplace for Mobile. Policies may vary, and refunds may not be available in some cases, based on mobile operator billing policies and applicable legal and regulatory requirements. Microsoft reserves the right to modify these policies from time to time by posting the revised policies on the Developer Website and the Windows Marketplace Customer Website.

Refunds will be provided for Applications purchased through the Marketplace according to the following policies:

1. The refund must be initiated (i) by the Purchaser through the Windows Marketplace Customer Website or (ii) by a mobile operator or Microsoft customer service representative.
2. Each Purchaser is entitled to request a refund for up to one (1) application per calendar month. The right to request a refund in any given month does not rollover to later months. However, if a Purchaser requests a refund during a month but the refund is not successfully completed or credited, then the Purchaser may request another refund during that month.
3. Only one (1) refund may be requested for an application, unless the subsequent refund request relates to a different version of the application.
4. The refund must be requested within 24 hours after purchase of the application.
5. Refunds will be issued only for the exact amount charged for the application.
6. Refunds will be applied to the original method and instrument of payment.
7. When a refund is issued for an application, the application will be scheduled to be removed from all devices to which it was downloaded upon connection of each device to the Marketplace.
8. If access to or use of an application is revoked by Microsoft after purchase, the Purchaser may request a refund for such application within thirty (30) days after revocation.