REFUND POLICY

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This Website is owned and operated by ADN Group Management ATF ADN Solutions Trust trading as Asset Data Manager and will be referred to as "ADM" "We", "Our" and "Us" in this Refund Policy. www.assetdatamanager.com will be referred to as "Website". The Client will be referred to as "You" and "Your". "Service" means any and all services provided by us to You by Us. "Client User Registration" means [your registration as a client enabling You to use Our Services].

Please read the following carefully to ensure You are fully aware of Your rights under this Refund Policy and Our obligations to You. Please also make sure You let Us know if You have a particular concern with Our Services.

A. Important legal rights called consumer guarantees

Our Services come with certain legal rights under the Australian Consumer Law known as consumer guarantees. This includes a consumer guarantee that Our Services are provided with acceptable care and skill. It also includes a consumer guarantee that Our Services are fit for the purpose, or give the results, that We have agreed to. You may be entitled to a solution if Our Services do not meet a consumer guarantee. The solution will depend on the type of fault.

For more information about the consumer guarantees and Your rights, please visit the ACCC website. https://www.accc.gov.au/

B. Refunds

When You pay for Our Service/s access will be live within 24 hours after payment clears into Our account. Some payments may take up to 72 hours to clear into Our account. In this time Your Client User Registration will remain pending and invisible until the payment clears. In the event payment is rejected Your Service/s will not be accessible via Our Website and We will notify You.

Unless otherwise required by law, We do not provide refunds for Our Service/s that are requested more than 24 hours after Our Service/s have been purchased unless it took longer than 48 hours for Your Client User Registration to become active and visible to You and you notified us with 48 hours that you required a refund for this. We may also offer you a refund in certain limited circumstances as specified in Our ADM User Terms.

C. Exclusions

To the full extent permitted by applicable law, any and all conditions which are:

- not guaranteed under the *Competition and Consumer Act 2010 (Cth)* or *Competition and Consumer Regulations 2010 (Cth);* and

- not expressly included in this Refund Policy or in the ADM User Terms,

are excluded and disclaimed by Us.

To the full extent permitted by law and unless otherwise stated, We will not provide any refund, including for any remaining prepaid period:

- if You change Your mind;

- for any misuse, unauthorised use or similar use of Our Services;

- if You asked for Our Services to be carried out in a certain way against Our advice; or

- if You otherwise breached Our ADM User Terms.

Please be aware that Your data (including, but not limited to, information uploaded by You in the course of Your use of the Services) may be lost, for example during repair processes or otherwise. We are not responsible for if Your data is lost in such circumstances. It is Your responsibility to ensure that all Your data is backed up accordingly.

D. Making a claim

All refund requests must be in writing and include Your name, address, e-mail address, Client User Registration and the reasons You are requesting a refund. You must also include Your proof of purchase as an attachment. Please send all refund requests through Our e-mail contact form located on Our "Contact" page which can be found on Our Website.

To the maximum extent permitted by law, We are not responsible for refund requests that are not timely received in accordance with this Refund Policy for any reason, including without limitation, web congestion, addressing mistakes, computer or internet downtime, or requests submitted by phone, postal mail, or any other manner not expressly provided for in this Refund Policy.

When You make a claim under this Refund Policy, We may collect personal information. Please refer to Our "Privacy Policy" for details on how We collect and handle Your personal information.