

Product Return and Replacement Policy

1. Product Return and Replacement Conditions

1.1. According to the present product return and replacement policy of IP Registry LLC service – AETIS.GE – [hereinafter: Company] the service recipient [hereinafter: Customer] can request the return and replacement of the defective certificate [hereinafter: Document] issued by the Company in electronic and/or printed form.

2. Product Return and Replacement Procedure

2.1. In the event that the Company issues a defective Document to the Customer in electronic and/or printed form, the Customer has the right to inform the Company about the defect within 3 (three) working days by sending a written notification to the Company's e-mail, from the detection of the defect or from the time when the defect should have been objectively identified by the Customer.

2.2. In case of issuing a printed Document, the Company will return it and hand over the new Document to the Customer and in case of issuing an electronic Document, it will eliminate the defect and upload the corrected Document to the Customer on the personal account page of AETIS.GE.

2.3. The Company's obligation to return and replace a defective Document only applies to the elimination of defects caused by technical defects, typographical defects and malfunctions of the Company's service and the Company is not responsible for the return and replacement of a defective Document caused by incorrect, incomplete data entry by the Customer while using the service.

3. Terms of Product Return and Replacement

3.1. In the event that the Customer provides information to the Company about a defective Document in electronic and/or printed form within the time limit specified in paragraph 2 of this Return and Replacement Policy and in accordance with the rules defined in paragraph 4 of this Return and Replacement Policy, the Company will return a replace the Document to the Customer within 10 (ten) working days.

4. Regulatory Law and Dispute Resolution

4.1. The terms of use of the Company's service are regulated in accordance with the terms of use posted on the website – AETIS.GE [hereinafter: Website] – and the legislation of Georgia.

4.2. Any dispute that may arise between the Company and the Customer based on or in connection with this Return and Replacement Policy shall be resolved through mutual negotiations between the Company and the Customer and in case of failure to reach an agreement by referring to the Tbilisi City Court.

5. Changes and Additions

5.1. The Company reserves the right to make changes to this Return and replacement Policy at any time. An updated version of the Return and Replacement Policy will be posted on the Company's Website, indicating the date of its publication, which will also be considered the effective date of the updated version.

5.2. The Company reserves the right to individually notify the Customer(s) of changes to the Return and Replacement Policy from time to time.

6. Other Conditions

- 6.1. Product returns and replacements can only be made in accordance with this Return and Replacement Policy.
- 6.2. In case of discrepancies between the Return and Replacement Policy and the Terms of Use posted on the Website, the provisions of the Return and Replacement Policy shall prevail.