

# General Terms and Queries

## 30-days money back guarantee for GoQuick/Start-up package

FATbit offers “30-Days Money-Back Guarantee” to ensure customer satisfaction of our products. If for any reason you wish to discontinue using the product, within 30 days of the purchase, we will issue a refund within 24-48 hours after deducting 4% payment gateway transaction fee and USD 18/hour for the hours spent on your project.

a) This guarantee is specifically for GoQuick/Start-Up Package orders for our ready solutions. \*Start-Up package is available only for Yo!Kart.

b) After project/order cancellation/refund issued, FATbit reserves all rights to take down the website published. Client is responsible to keep a backup of the data published on the website/server, FATbit shall not be held responsible for any data/files lost.

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For GoCustom Package, standard SDNEL [terms & conditions](#) will be applicable.

Unique solution ID: #1247

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