

SimPassengers — Refund Policy

Effective date: 01.05.2026 **Last updated:** 09.05.2026

1. Who we are

SimPassengers is a software product published by **ACE Solutions** ("we", "us", "our"), operated by Anil Ardahanli, with a registered place of business in Turkey. Contact: hello@ace-solutions.io.

This Refund Policy explains how we handle refund requests for purchases of the SimPassengers software and related services (the "Service"). It supplements section 7 of our Terms & Conditions and forms a binding part of the agreement between you and us when you make a purchase.

2. How purchases are processed

The Service is sold through our authorised payment processor, who acts as the **merchant of record** for your purchase:

- **Fungies** (using Stripe Connect as the underlying payment infrastructure)

The receipt you receive will show Fungies as the merchant of record. The merchant of record is responsible for issuing the invoice, collecting and remitting any applicable VAT or sales tax, and processing the actual refund payment if one is approved. We coordinate refund decisions with them.

3. The nature of the Service

SimPassengers is a **digital product** that is delivered electronically. Once your account is created and your entitlement is granted, the installer becomes immediately available for download and the licence becomes immediately usable. You acknowledge this at checkout and expressly consent to the immediate provision of the digital content.

Under EU consumer law (Directive 2011/83/EU article 16(m)) and equivalent UK rules (Consumer Contracts Regulations 2013), this consent — combined with the immediate start of performance — means the **statutory 14-day right of withdrawal does not automatically apply** to digital content of this kind. Even so, we offer the discretionary refund window described below as a goodwill measure.

4. Discretionary refund window

We offer a **14-day discretionary refund window** from the date of purchase. Inside this window we will consider a refund where one or more of the following applies:

- the Service does not work on a computer that meets our published system requirements, and we have been unable to resolve the issue within a reasonable time after you contacted support;
- you were charged twice in error, or charged the wrong amount, for the same purchase;
- the purchase was made by a member of your household without your authorisation, and the licence has not been used to log in or download the installer;
- another reason that, in our reasonable judgment, makes a refund the fair outcome.

We may decline a refund request, including but not limited to where:

- the request is made more than 14 days after the date of purchase;
- the licence has been used to download the installer **and** the bridge has connected to the Service from your machine, indicating substantive use;
- there is evidence of abuse of the refund process (for example, repeated purchase-and-refund cycles, attempted resale of the licence, or chargeback fraud);
- you have already initiated a chargeback or payment dispute with your bank or card issuer for

the same purchase. In that case the chargeback process supersedes this policy.

Statutory refund rights granted to consumers under the laws of your country of residence — including those under EU consumer law, UK consumer law, and the Turkish Law on the Protection of the Consumer (No. 6502) — are not limited or excluded by this section.

5. How to request a refund

Send an email to hello@ace-solutions.io from the email address registered to your SimPassengers account. Include:

1. the order number or receipt reference from Fungies;
2. the date of purchase;
3. a short description of why you would like a refund.

We will reply within **14 days** with a decision. If we approve the refund, the merchant of record will issue the refund through the original payment method. Depending on your bank, the funds typically arrive within 5–10 business days after the refund is issued.

If we decline the refund, we will explain the reason in our reply and, where applicable, point you to alternative resolution paths (such as further support, a partial credit, or external dispute resolution).

6. What happens to your account after a refund

If a refund is issued, the corresponding licence is **revoked immediately**:

- your entitlement on the SimPassengers servers is set to inactive;
- the bridge will return to its locked state and stop running the in-sim experience the next time you launch it;
- the launcher will sign out of the account on its next start.

Your account itself is not deleted. You may continue to sign in and view your past data, and may purchase the Service again in the future.

7. Chargebacks

If you start a chargeback or payment dispute with your bank or card issuer instead of contacting us first, we may **suspend your account** until the dispute is resolved. Chargebacks where the licence was clearly used (installer downloaded, bridge connected, in-sim experience launched) are typically defended by the merchant of record on our behalf.

A successful chargeback against ACE Solutions through any payment processor will result in immediate licence revocation as described in section 6, and you may be permanently banned from purchasing the Service in the future.

8. Currency and fees

Refunds are issued in the **same currency** as the original purchase. The merchant of record may convert the refund back to your card's billing currency at their prevailing exchange rate, which can differ slightly from the rate used at the time of purchase.

We do not charge an administrative fee for refund processing. If the merchant of record applies any non-refundable processing fees, those will be deducted from the refunded amount and noted in the email confirming the refund.

9. Changes to this Refund Policy

We may update this Refund Policy from time to time. If the changes are material, we will notify you

by email or through the Service at least **14 days** before the change takes effect. The version of this Refund Policy in force on the date of your purchase governs that purchase.

10. Contact

Refund requests, billing questions, or any other notice under this Refund Policy:

ACE Solutions / Anil Ardahanli Email: hello@ace-solutions.io

End of Refund Policy.