

Delivery, cancellation and refunds

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1. Digital delivery

Service provider: Carene Finansal Teknoloji ve Danışmanlık Ticaret Limited Şirketi (Carene).

Full address: Yeşilköy Mahallesi, Havaalanı Caddesi, Dış Hatlar No: 2/5, İç Kapı No: 20, 34149 Bakırköy / İstanbul, Türkiye (Terminal İstanbul).

MERSİS: 0203091871000001.

Trade registry: Istanbul Trade Registry Directorate, 1132389.

Telephone: +90 530 041 11 30.

E-mail: info@mevzutek.com.

mevzutek Üstat is software accessed over the internet; no physical products, shipping or printed documents are provided. Once payment is verified, the plan is assigned to the relevant account on the start date stated in the order, and access information is sent electronically. Use is limited to the quota and validity period disclosed in the order. These terms apply to orders made when paid purchasing is offered; joining the waitlist is not a purchase.

If payment has been made but access is unavailable, report it to info@mevzutek.com. The buyer is informed in writing or on a durable medium within three days of learning that performance is impossible; the amount collected is refunded within 14 days of that notice at the latest. Statutory rights concerning delay and defective performance are also preserved.

2. 14-day cancellation and full refund

Carene provides a full refund of the relevant payment for cancellation requests submitted **within 14 calendar days** of collection of the plan payment, without requiring a reason. This right also extends to non-consumer buyers. Accessing the service or using quota does not by itself justify refusing a refund within this period or deducting a used-quota charge. The usage entitlement attached to the refunded plan ends.

This commercial refund right is additional to consumers' statutory withdrawal and defective-service rights. For distance service contracts, the statutory withdrawal period generally runs for 14 days from contract formation. The consequences of failing to provide required information and other provisions favouring consumers remain unaffected. Statutory exceptions for digital services will not be used to remove the additional commercial refund right offered here.

3. How to submit a request

Send withdrawal, cancellation, termination or refund notices by e-mail to info@mevzutek.com or in writing to the full address above. Notices through other legally valid written or durable-medium channels are also accepted. Include your name, the e-mail associated with your account and any order number. Using your registered e-mail helps identify the request, but is not the sole mandatory channel for exercising statutory rights. No special form, notarised notice or phone call is required.

The request and outcome are confirmed in writing or on a durable medium. Necessary and proportionate identity verification does not change the date of a notice submitted in time or make exercising the right harder. Do not send a full card number, password or card security code.

4. Refund method and timing

Refunds under the commercial policy or statutory withdrawal are made within 14 days of receipt of the notice at the latest, using a method appropriate to the original payment method, in a single transaction and without cost to the buyer. Buyers are not required to accept vouchers or product credit. Any shorter statutory deadline applies; refunds following rescission or price reduction for defective services are made immediately.

A card payment is refunded to the relevant card. The time the bank takes to display the transaction may vary; this does not remove Carene's obligation to refund on time. Refund transaction confirmation is provided to the buyer.

5. Ending an ongoing subscription

After the 14-day period, you may still request termination or non-renewal. For non-renewal, the current plan remains available under its terms and no new period begins. Immediate termination is fulfilled within seven days at the latest; no penalty is charged simply for terminating. The effective termination date is notified in writing or on a durable medium. No charge is made for the period after that seven-day deadline, even if use continues.

A statement of service provided up to termination is supplied within ten days of the effective termination date. The prepaid amount for service not yet provided is refunded without deductions within 15 days of that date at the latest. This process preserves statutory consumer protections and is also offered to other buyers as Carene's policy.

Calculations use the plan and quota measurement disclosed before purchase and actual usage records. No undisclosed unit rate, penalty or retrospective price is applied, and the calculation is provided to the buyer. For a plan combining quota, duration and access, the unprovided portion is determined using the clear and applicable calculation

method accepted by the buyer. Mandatory provisions favouring consumers and defective-service rights always remain applicable.

6. Defective service and statutory rights

For non-conforming performance, consumers may, subject to statutory conditions, request repeat performance, free repair of a work resulting from the service, a proportionate price reduction or rescission; applicable compensation rights also remain available. Refunds following rescission or price reduction are made **immediately**. These rights do not end when the 14-day commercial refund period expires.

You may send requests to info@mevzutek.com or apply to legally competent bodies. Consumer disputes are subject to the current jurisdictional limits of consumer arbitration committees and consumer courts; general jurisdiction rules apply to other transactions. Contacting Carene first is not compulsory. The terms of an order are determined together with the document versions accepted at purchase.