

PLYN Refund Policy

Digital Reports, Consulting & Support Services

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Service

<https://plynlink.com>

This policy explains refund and cancellation standards for PLYN digital reports, human-reviewed reports, consulting, property support, paid telephone consultations, and other paid support services. Mandatory consumer rights under applicable law take precedence over this policy.

1. Basic Principles

- Before purchase, the product page or checkout screen will show the product name, price, service scope, expected delivery or issuance conditions, access period, download availability, and material refund conditions.
- Where applicable law gives the customer a stronger right than this policy, the applicable law prevails.
- For digital content and services, withdrawal or change-of-mind refunds may be restricted only to the extent permitted by law and only where the required advance disclosure and other legal conditions have been satisfied.

2. Free Report

- The Free Report is provided without payment and therefore has no purchase price to refund.
- The standard Free Report access period is 14 days from issuance.
- If a PLYN system outage materially prevents access, PLYN may restore access or adjust the access period.

3. Paid Digital Reports

- If a paid digital report has not yet been supplied and the provision of the digital content has not begun, a customer may request cancellation or a refund through Customer Support, subject to applicable law and the product terms.
- After a paid report has been properly issued or the provision of digital content has begun, change-of-mind refunds may be restricted to the extent permitted by applicable law.
- If the purchased access right is not granted, a file is inaccessible because of a PLYN-side system problem, or the issued content materially differs from the contracted service due to a PLYN error, PLYN may provide restoration, correction, reissuance, an access-period adjustment, a partial refund, or a full refund depending on the circumstances.

4. School-Specific Detailed Reports & Human-Reviewed Services

- School-specific detailed reports are human-reviewed services and are not automatically completed immediately after payment.
- Before human review/preparation begins, a cancellation or refund may be requested, subject to applicable law and any disclosed processing status.
- For the current PLYN operating policy, preparation is treated as having begun when the order enters the human-review/preparation stage in the service workflow.
- If the customer requests a refund after preparation has begun but before final issuance, PLYN's standard operating policy provides a 50% refund of the payment amount, unless applicable law requires a different result.
- After final issuance, ordinary change-of-mind refunds are generally restricted where permitted by law. PLYN-caused errors or incorrect issuance remain subject to correction, reissuance, or an appropriate refund remedy.

5. School Consulting Services

- Before the paid school consulting service has begun, the customer may request a 100% refund of the service payment, subject to applicable law.
- Once the consulting service has begun, change-of-mind cancellation or refund is not available under the standard PLYN policy, except where mandatory law requires otherwise or the contracted service cannot be provided due to a PLYN-side reason.
- For this policy, school consulting is treated as having begun when PLYN starts substantive individualized work for the order, such as school-selection analysis, review of the customer's circumstances or documents, preparation of consulting materials, or a scheduled consultation included in the purchased scope.

6. Property / Real Estate Support Services

- Before the paid property or real estate support service has begun, the customer may request a 100% refund of the service payment, subject to applicable law.
- Once the support service has begun, change-of-mind cancellation or refund is not available under the standard PLYN policy, except where mandatory law requires otherwise or PLYN cannot provide the contracted service for a reason attributable to PLYN.
- For this policy, property support is treated as having begun when PLYN starts individualized property research, communication or coordination with a property-related party, appointment or viewing coordination, or another personalized support activity included in the purchased scope.
- PLYN property support does not guarantee property availability, landlord acceptance, contract completion, rental price, or other third-party decisions.

7. Paid Telephone / Remote Consultation Services

- Before the scheduled paid consultation begins, the customer may request a 100% refund of the consultation payment, subject to applicable law.
- Once the consultation has begun, or after it has been completed, change-of-mind cancellation or refund is not available under the standard PLYN policy, except where mandatory law requires otherwise or PLYN fails to provide the contracted consultation due to a PLYN-side reason.
- The consultation is treated as having begun when the scheduled consultation session starts or PLYN begins providing the booked consultation service to the customer.

8. Access Period & Downloads

- The Free Report is available for 14 days from issuance.
- Paid-product access periods and download permissions are the conditions displayed on the product page, checkout, order, or My PLYN at the time of purchase.
- Downloads are provided only for products and languages covered by the customer's active access rights.
- Where the service has been delivered correctly and the issue is limited to the customer's device, browser, or network, PLYN may prioritize technical support or re-access rather than an immediate refund.

9. Refund Process

1. Submit the order number and reason for the request through My PLYN or an official Customer Support channel.
2. PLYN reviews the product or service type, payment status, issuance/delivery or work-start status, usage status, error details, and whether the issue is attributable to PLYN or the customer.
3. Where required by the internal approval process, a senior administrator approves the refund.
4. Where possible, refunds for electronic payments are processed through the original payment method. Manual-payment refunds may be handled by manual transfer.
5. After processing, PLYN updates the order, access rights, report status, or service status as applicable.

Refund timing. Once a valid statutory withdrawal/refund obligation has arisen, PLYN will process the refund within the period required by applicable law and the payment provider. Bank or card posting times may vary after PLYN completes its own refund action.

10. Cases Where Refunds May Be Restricted

- The digital content or service has been properly supplied and the legal requirements for restricting withdrawal have been satisfied.
- The customer's dissatisfaction results from incorrect or incomplete information or conditions provided by the customer and is not caused by a PLYN system or content error.
- The issue is caused solely by the customer's device, browser, or network and the PLYN service itself is operating correctly.
- The customer has materially violated the Terms of Use, for example through fraudulent use, unauthorized redistribution, or account abuse.
- Any mandatory legal right to a refund or withdrawal always takes precedence over the restrictions above.

11. Legal Basis & Customer Rights

- Under the Korean Act on the Consumer Protection in Electronic Commerce, consumers generally have a statutory withdrawal period, subject to statutory exceptions including certain cases where services or digital content provision has begun.
- If the supplied service differs from the disclosed or contracted content, additional statutory withdrawal rights may apply.
- PLYN does not interpret this policy to reduce non-waivable consumer rights.

Contact

Customer Support: support@plynlink.com | Telegram: <https://t.me/plynglobal> | Service: <https://plynlink.com>