

Maestro Compass — Refund Policy

Service operator: Maestro Compass (마에스트로 컴퍼스), Business Registration No. 250-17-01863, Representative: An Alexey
Contact: contact@maestro-compass.com **Website:** maestro-compass.com
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1. Purpose

This Policy sets out the terms on which Maestro Compass (the "Company"), operator of the website maestro-compass.com (the "Platform"), handles refunds and withdrawal requests for paid Business Directory ("Справочник") plans (Free, Pro, Top) and Boost products.

2. Scope

This Policy applies to Pro and Top subscriptions purchased on the Platform, and to one-time Boost purchases (1, 3, or 7 days).

3. Legal Basis

Under Article 17 of the Act on Consumer Protection in Electronic Commerce, Etc. ("전자상거래법"), users generally have the right to withdraw from a contract within 7 days of conclusion. However, under Article 17(2) of the same Act, this right does not apply where:

- (i) provision of the service has begun with the user's prior consent; or
- (ii) the value of the service has been substantially diminished through use or consumption.

Our subscription and Boost products activate immediately upon payment and therefore fall within the above exceptions, provided users are notified and give consent before payment (Section 6).

4. Refunds for Subscriptions

- Subscriptions (Pro, Top) are applied to the user's account immediately upon payment.
- If any paid-tier feature has been used — extended photo/description limits, review reply or hiding, the "Verified" badge, social link display, or the monthly included Boost credit — a refund for that billing period is not available.
- If no paid feature has been used immediately after payment, a full refund may be issued following review by customer support.
- Users may cancel auto-renewal at any time. The current paid period is not refunded; the subscription remains active until the end of that billing period, after which the account reverts to Free. Previously uploaded content is hidden, not deleted, and reappears if the account upgrades again.

5. Refunds for Boost

A Boost activates immediately upon payment, raising the listing's position in feed and search results and adding it to the "Recommended" showcase block. Once activated, the service is considered to have commenced and is not refundable. A full refund is issued only if the Boost fails to activate due to a fault attributable to the Company.

6. Pre-Payment Notice and Consent

The Company displays the following notice on the payment screen and proceeds with payment only after the user provides consent via checkbox:

"The service is provided immediately upon payment. Under applicable law (전자상거래법, Article 17), the right of withdrawal may be limited once service provision has begun."

7. Refunds Due to the Company's Fault

A full refund is issued regardless of usage in the following cases:

- Duplicate charges resulting from a payment system error;
- Failure of the Company to properly deliver the service (e.g., Boost not applied, subscription not activated).

8. Refund Process and Processing Time

To request a refund, contact contact@maestro-compass.com with the order number, payment date, payment method, and reason. The Company will respond within 1–5 business days of receipt. If approved, credit card refunds may take up to 10 business days depending on the card issuer's policy; simple/easy-pay refunds are typically reflected by the next business day.

9. Contact

Questions about this Policy may be directed to **contact@maestro-compass.com**.