

Withdrawal & Cancellation

BurgasNow.com · Sima Tech Ltd (Сима Тек ООД) · Pernik, Bulgaria · UIC 206762842 · VAT BG206762842 · Admin@scrumjobs.net · +359 879 983 830
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How to cancel, when a statutory right of withdrawal may apply, and how Sima Tech Ltd (Сима Тек ООД) handles refunds for the BurgasNow Featured package (€99, one-time, six months, no automatic renewal).

Who this applies to

- BurgasNow Featured is offered primarily for business and professional use. Whether you buy as a consumer or as a business is decided by the actual purpose of the purchase and by applicable law — not by how we label the product.
- If you believe you bought outside your trade, business, craft or profession, tell us and we will assess your statutory rights on that basis.

Statutory right of withdrawal (where it applies)

- Under EU and Bulgarian consumer law, a consumer buying a service at a distance generally has 14 days to withdraw without giving a reason.
- This statutory right normally does not apply to purchases made for business or professional purposes.
- Where the right applies and you ask us to start the service before the 14 days end, the law may require you to pay for what has already been supplied, in proportion to the total price; in defined cases the right can be lost once the service has been fully performed with your prior express consent. We will apply the rules as they stand and will not invent exceptions.
- The 14-day period starts on the day the contract is concluded (the day payment is confirmed).

How to withdraw or cancel

- Send an unambiguous statement to Admin@scrumjobs.net, or by post to Sima Tech Ltd, Pernik, Bulgaria.
- You may use this form: "I hereby give notice that I withdraw from my contract for the BurgasNow Featured service. Ordered on: [date]. Business / listing name: [name]. Purchaser name: [name]. Email used at purchase: [email]. Date: [date]."
- We confirm receipt in writing and, where a refund is due, refund using the original payment method within 14 days of receiving your notice. You are not charged a fee for the refund itself.

Voluntary cancellation policy (in addition to the law)

- Even where no statutory right applies, you may cancel Featured at any time by writing to us. Cancellation stops the promoted placement; the free listing stays online.
- As a goodwill policy we will normally refund the full €99 if you cancel within 14 days of payment and the placement has not yet been substantially delivered.
- After that, a pro-rata refund of the unused whole months may be offered at our discretion. Goodwill refunds are not an admission that a statutory right applied.

Refunds we always make

- Duplicate payments for the same business and period.
- Payments taken in error, or an amount charged that differs from the price shown at checkout.
- Payments where we cannot deliver the placement at all — for example if the ownership claim is not approved.
- A refunded payment ends the entitlement immediately and the promoted placement stops.

Termination by us and fraudulent purchases

- If we terminate for a reason that is not your fault, we refund the unused part of the six-month period.
- If we terminate because of a fraudulent ownership claim, unlawful content or a serious breach of the Terms, the remaining period is not refunded. This does not affect your statutory rights or any right to dispute our decision.

What happens at the end of the six months

- The Featured period simply ends. There is no automatic renewal, no reminder charge and no cancellation needed to avoid a further payment.
- Your listing remains published as a normal free listing and you can buy a new six-month period whenever you wish.

Complaints and document control

- Sima Tech Ltd (Сима Тек ООД), Pernik, Bulgaria, UIC 206762842, VAT BG206762842 · Admin@scrumjobs.net · +359 879 983 830
- Complaints may also be made to the Bulgarian Commission for Consumer Protection, or via the EU Online Dispute Resolution platform at ec.europa.eu/consumers/odr.
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