
Terms & Conditions and Refund Policy

1. Campaign Overview

This campaign offers access to the **Swift SmartMesh Bundle Packages**, which include internet packages:

- Swift Prime (150 Mbps)
- Swift Advance (160 Mbps)
- Extreme Advance (210 Mbps)

Each eligible package includes a **Deco X10 Whole Home Mesh WiFi Router (Free of Cost)** under the terms outlined below.

2. Eligibility

This offer is applicable only for customers purchasing through the **Link3 Own Channel**.

The offer is not applicable for:

- Service Agent-based sales channels (including 15%, 20%, and 40% service agents)
- Any non-direct or third-party sales channels

3. Offer Condition

To qualify for this campaign:

- Customers must subscribe to any eligible SmartMesh package
- A **12-month advance payment of Monthly Recurring Charges (MRC)** is mandatory
- The minimum eligible package starts from **2525 BDT MRC (150 Mbps and above)**

Upon successful payment, the customer will receive a **Deco X10 Mesh WiFi Router at no additional cost**.

4. Order Processing & Service Activation

- After successful payment, the customer will see a successful payment confirmation notification in the payment window.
- The customer's details will be assigned to a designated sales representative
- The sales team will verify service feasibility based on coverage availability
- If service is feasible, a **TKI (Ticket/Task Initiation)** will be created and installation will proceed accordingly

5. Coverage Verification

Service availability is subject to technical feasibility and network coverage at the customer's provided location.

If the service is not available:

- The order will be marked as non-feasible
- A refund request will be initiated by the assigned sales representative

6. Refund Policy

- Refund requests must be initiated on the **same day of coverage rejection**
- Approved refunds will be processed within **up to 7 to 10 working days**
- Customers will be informed that the refund will be completed within this timeline

Important:

Refunds are not applicable once:

- Installation is completed, and/or
- The service has been actively used for a period of 2–3 months

7. Router Ownership

The Deco X10 router provided under this campaign is:

- Included as part of the bundle offer
- Fully owned by the customer after successful installation

No additional charges apply for the router.

8. Payment Terms

- Full payment of 12 months MRC must be completed upfront
- Payment once processed cannot be partially refunded unless service feasibility is not available

9. Customer Communication

All customer communications, including confirmation, installation updates, and service status, will be handled by the Link3 designated sales and support team.

Customers may contact Customer Care for any pre-purchase clarification.

10. General Conditions

- Link3 reserves the right to modify or withdraw the campaign at any time without prior notice
- Misuse of the offer or incorrect customer information may lead to cancellation of the subscription
- All standard Link3 service policies apply in addition to these terms