

# I am unhappy with my Blancco web store purchase and I would like to have a refund

Created date	Updated date	Affects version	Fix version
01 Feb 2017	30 Apr 2024	Drive Eraser Mobile Diagnostics & Erasure File Eraser - Home Edition	N/A

Digital River GmbH (MyCommerce) is the seller of the products in Blancco's web store and Your contractual partner.

Should you need a refund, please contact MyCommerce support team directly through their contact form available here: [MyCommerce Support](#)

1. Locate "Shopper Support Form" from the bottom of the page
2. Fill in the required information
  - a. As an "inquiry topic" select "canceled order"
  - b. In the message field, add a reason why are you cancelling the order
3. Click "Submit"

You will be contacted in case any additional details are required. Refund process will take couple of days to be completed.

More details available on MyCommerce website: <https://www.mycommerce.com/>