

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 | 05 Oct 2020 | 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: <https://www.mycommerce.com/shopper-support/>

1. Click "Contact Customer Support"
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/>