

Terms and conditions:

1-Reviewers provided by Booktasters are bookworms from all over the globe that can speak, read, and write English, but English is not required to be their first language. They do not belong to a certain country or of a certain background or gender.

2- Amazon reviewers do post their reviews on either Amazon.com or Amazon.country according to their accounts and the company is NOT required to post the reviews on Amazon.com only.

3- A reviewer is considered as a (should be replaced) in the following cases:

- The reviewer did not write a CONSTRUCTIVE and honest review of the book.
- The reviewer received the book and did not post the review after reading under any circumstances.
- The reviewer humiliated, harassed, or offended an author through their review.

4- The author cannot request deleting a review **UNLESS** it contains any kind of harassment or humiliation towards the author themselves and in case the reviewer did not respond, they will be suspended from participating as a reviewer with the community.

Refund policy:

- 1- Any author has the right to request a refund. However, the author will receive the amount to be refunded after 90 days of requesting the refund.
- 2- The author has the right to receive a partial refund if the company did not get to deliver the number of promised reviews.
- 3- Partial refunds are calculated according to the following calculation:
 - The full amount paid - (price/reviewer x the number of connected reviewers).

4- The author has the right to receive a partial refund in case the refund was requested due to an issue that is completely not related to the company's ability to deliver the reviews. Partial refunds are determined after deducting the price per review of the reviews received and are calculated according to the price per review in the equivalent package that nearly satisfies the number of received reviews.

Example: You have purchased a package that delivers 60 reviews with a \$6.6 per review price. For some reason you have only received 25 reviews instead of 60, and the package delivering 25 reviews comes at a cost of \$7.6 per review price. Then, you would be charged for the \$7.6 price/review for the reviews you have received. On the other hand, if you have only received 20 reviews, you would be charged for a \$10 price/review according to the package that delivers 10 reviews for \$10 per review. Example: You have purchased a package for \$400 and the price per review is \$6.6 per review and the highest price per review is \$7.6 per review in the corresponding package. You have received a total of 5 reviews and requested a refund, then the amount deducted would be \$38 and \$362 will be refunded to your account.

The upfront scenario is applied when:

- The author has requested specific reviewers' background, gender, country, language, etc.
- The author has requested reviewers who are considered "public figures or influencers".
- The author has requested reviewers with a min. or max. the number of followers.

5- The company is not under an obligation to issue a refund in the following cases:

- The author stopped providing the book to the reviewers without a specific, tangible reason.
- The author's account got suspended within the reviewing process and they did not provide an alternative account.
- The author humiliated, harassed, or offended a reviewer by any means.

6- The company is required to fulfill the amount of -should be replaced reviewers- even after the author has requested a refund.

7- The company is obligated to issue a PARTIAL refund in case the author was not connected to the total number of reviewers within the delivery time period stated on each package.