

REFUND POLICY

1. Overview

Our goal is to provide a fair and transparent refund process that respects both our customers and the sustainability of our business. This policy outlines when refunds are available, how they are processed, and what conditions apply.

2. Eligibility for Refunds

Refunds may be granted under the following conditions:

- **Within 14 days of purchase** for most products or services.
- The product or service must be **unused, unaccessed, or not materially consumed**.
- For digital products, refunds are available **only if less than 20% of the content has been accessed**.
- For subscription services, refunds apply **only to the most recent billing cycle and only if the service was not meaningfully used**.

3. Non-Refundable Items

To protect the integrity of our offerings, certain items cannot be refunded:

- Products or services that have been **fully delivered, downloaded, or substantially used**.
- **Customized, personalized, or one-time-use** services.
- **Expired** promotional credits or time-limited offers.
- Any product purchased **outside the official sales channels**.

4. Refund Request Process

To request a refund:

1. Submit a request through our official support channel.
2. Include your **order number, email**, and a brief explanation.
3. Our team will review your request within **3–5 business days**.
4. If approved, refunds are issued to the **original payment method** within **5–10 business days**.

5. Partial Refunds

Partial refunds may be issued when:

- Only part of a service was delivered.
- A product shows **minor issues** but is still usable.
- A subscription was used for a portion of the billing cycle.

Partial refund amounts are calculated based on **actual usage** or **remaining value**.

6. Company Responsibilities

We commit to:

- Reviewing all refund requests **fairly and consistently**.
- Communicating decisions clearly and respectfully.
- Providing alternatives when appropriate (e.g., credits, exchanges).
- Maintaining transparent documentation of all refund decisions.

7. Customer Responsibilities

To ensure fairness for all customers, we ask that customers:

- Provide accurate information during the refund request.
- Refrain from abusing refund policies (e.g., repeated use-and-return behavior).
- Contact support promptly if experiencing issues.

8. Exceptions

We may grant exceptions in cases of:

- **Technical failures** preventing access or use.
- **Duplicate charges** or billing errors.
- **Documented hardships** at our discretion.

9. Policy Updates

We may update this policy periodically to reflect changes in our products, services, or legal requirements. The version in effect at the time of purchase applies.