

# Refund Policy

## Satisfaction Guarantee to all Members

You have a legal right to change your mind within 7 days (or dependant on your region, please see below) and receive a refund. Please keep in mind that any payment made using an E-Wallet, crypto currency, or any similar mechanisms for the purchase of our services is non-refundable, even if cancellation and refund are requested within the first seven (7) calendar days.

We will refund you the price you paid for the services, by the method you used for payment. We will make any refunds due to you as soon as possible. If you are exercising your right to change your mind, then your refund will be made within 15 working days of your telling us you have changed your mind.

We do not assume responsibility for any international transaction fees or exchange rate variations that may affect a member's return amount. We are not liable for any additional charges imposed by banks, payment processors, or other parties when processing a cancellation or refund request. Customers will be responsible for any such charges.

## **REGION-SPECIFIC:**

European Union: If you are an EU member country citizen and made a purchase on our website from any of the EU member countries, you can claim a refund from the date of purchase until 14 calendar days.

United Kingdom, USA, Australia, Canada, and New Zealand: If you are a UK, US, AU, NZ or Canadian citizen and made a purchase on our website from the above-mentioned countries, you can claim a refund from the date of purchase until 14 calendar days. These rights, under the Consumer Contracts Regulations 2013, are explained in more detail in these terms.

Rest of the World: If you have made a purchase on our website from any other country than the ones mentioned above, you can claim a refund from the date of purchase until 7 calendar days.

## **CHARGEBACKS:**

If we notify you that we have received a claim, chargeback, or other dispute relating to one of your transactions, you must provide us with any information we require to prove that you completed the transaction in compliance with our

agreement (including but not limited to terms & conditions). If you fail to comply with the preceding sentence or were unable to comply with the agreement or this Policy, or if the claim chargeback or dispute is not caused by a) our failure to make your order available as it was received by us or b) credit card fraud, then you must promptly reimburse us for the amount of the customer purchase (including the purchase price and any taxes) and all associated credit card association, bank or other payment processing, re-presentment, or other charges.