

## Refund Policy for Digital Products:

### General:

- Customers may request a full refund for a digital product purchased from Soul Academy, PLLC within 3 days of purchase, provided the product has not been accessed or downloaded.
- Refunds will be processed to the original payment method within 5 business days of a valid refund request.

### Eligibility for Refund:

- **Technical Issues:** If a digital product contains significant technical errors that prevent its intended functionality, a full refund will be provided upon providing clear evidence of the issue.
- **Misrepresentation:** If the product description materially misrepresents the features or capabilities of the digital product, a full refund will be granted.
- **Accidental Purchase:** In cases of accidental purchase, a refund may be considered upon contacting customer support within 3 days of purchase.

### Ineligible for Refund:

- **Change of Mind:** Refunds will not be granted solely due to a change of mind regarding the product.
- **Downloaded or Accessed Content:** Once a digital product has been downloaded or accessed to a substantial degree, refunds will not be issued.
- **Compatibility Issues:** If a product is incompatible with your system due to technical specifications not listed in the product description, a refund may not be available.

### How to Request a Refund:

- To initiate a refund request, contact our customer support team at [Susan@soulacademyus.com](mailto:Susan@soulacademyus.com) with your order number and a detailed explanation of the reason for the refund.
- We may request additional information to assess your refund request.

### Important Considerations:

- This refund policy is subject to change at any time.
- Please refer to our Terms of Service for further details regarding your purchase.

### Contact Us:

If you have any questions regarding our refund policy, please contact us at [Susan@soulacademyus.com](mailto:Susan@soulacademyus.com).