

# Refund Policy

Last Updated: October 3<sup>rd</sup> 2023

Welcome to Magenta Fitness, the online destination for self-care book bundles. This Refund Policy outlines our guidelines regarding refunds for purchases made on our website. Please read this policy carefully before making a purchase. By making a purchase on our website, you acknowledge and agree to the terms outlined below.

## 1. Eligibility for Refunds

1.1 Magenta Fitness offers refunds for e-book bundles purchased through our website in compliance with the following conditions:

- a. The refund request is made within 7 days of the original purchase date.
- b. The e-book bundle has not been downloaded or accessed.

## 2. How to Request a Refund

2.1 To initiate a refund request, please contact our customer support team at [magentafitness@gmail.com](mailto:magentafitness@gmail.com). Kindly provide your order details and the reason for the refund request.

2.2 We strive to respond to refund requests promptly and will review each case individually to determine eligibility.

## 3. Refund Process

3.1 If your refund request meets the eligibility criteria, we will process the refund to the original payment method used for the purchase.

3.2 Please note that it may take several business days for the refund to be reflected in your account, depending on your financial institution.

## 4. Non-Refundable Circumstances

4.1 Magenta Fitness does not offer refunds in the following circumstances:

- a. Change of mind or personal preferences.
- b. Technical issues or compatibility problems that can be resolved through troubleshooting or assistance from our support team.
- c. Failure to read the system requirements or compatibility information provided on our website.

## 5. Changes to Refund Policy

5.1 Magenta Fitness reserves the right to modify or update this refund policy at any time without prior notice. Any changes will be effective immediately upon posting on our website.

## 6. Contact Us

If you have any questions or concerns regarding our refund policy, please contact our customer support team at [magentafitness@gmail.com](mailto:magentafitness@gmail.com). We are here to assist you and ensure your satisfaction with our e-book bundles.

Please note that this refund policy is specific to Magenta Fitness and its e-book bundles.