

Smooth Operator Solutions

Refund Policy

1. No Refunds on Digital Products & Information Services

Due to the nature of our business, all digital products, educational materials, and informational content provided by Smooth Operator Solutions, LLC are **non-refundable** and **non-returnable**. Once purchased, these materials are instantly accessible, and therefore, we cannot issue refunds under any circumstances.

2. Consulting & Growth Incubator Program Commitment

Our **Consulting** and **Growth Incubator** programs require a **minimum 3-month commitment**, which is typically paid in full at the time of enrollment. This commitment is essential to ensure participants receive the full benefits of the program and that we can maintain a high-quality learning environment.

- If you opt for a **payment plan**, you are still obligated to complete the 3-month commitment.
- If you choose to **cancel before completing the full term**, you will still be responsible for fulfilling any remaining balance due under the payment plan.
- If a payment fails your access will be **immediately revoked**, and no refunds will be provided

3. Cancellation Policy

- **Prepaid Memberships:** No refunds will be issued for early cancellation.
- **Payment Plans:** If a participant on a payment plan cancels before the 3-month term is complete, their access will be revoked, and they will be required to pay any remaining balance.
- **Chargebacks & Disputes:** Any attempt to dispute charges or request a chargeback through a payment provider will be considered a violation of our terms and may result in legal action.

4. Defamation & False Claims Clause

By purchasing any product or service from Smooth Operator Solutions, LLC, you agree not to make any false, misleading, defamatory, or disparaging statements about the company, its programs, or its representatives in any public or private forum, including but not limited to social media, online reviews, forums, or private messaging platforms.

Any intentional or reckless false claims, defamatory remarks, or disparaging public statements that damage the reputation, credibility, or business interests of Smooth Operator Solutions, LLC will be subject to legal action.

In the event of defamation, slander, libel, or false claims, the responsible party agrees to pay liquidated damages of no less than \$1,000,000 (one million U.S. dollars), plus any additional legal fees, court costs, and punitive damages as determined by a court of law.

Smooth Operator Solutions, LLC reserves the right to seek injunctive relief, forcing the removal of any defamatory content and preventing further statements.

By proceeding with a purchase, you acknowledge and agree to these terms.

4. Exceptional Circumstances

Refunds may only be considered in cases of:

- **Fraudulent transactions** (evidence must be provided).
- **Duplicate purchases** (accidental double charges).

All refund requests must be submitted in writing to **admin@smoothoperatorsolutions.com** and will be reviewed on a case-by-case basis.

5. Contact Us

For any questions regarding this policy, please reach out to our customer support at **admin@smoothoperatorsolutions.com** before making a purchase.

