

# Refund/Return Policy

At eMoney, we strive to provide excellent service to all our customers. Please read our return policy below:

## 1. All Sales Are Final

- Once a purchase is made, it is considered final and no returns, exchanges, or refunds will be issued.

## 2. Exceptions to the Final Sale Policy

A return or refund may be considered if both the following criteria are met:

- The purchased service was not delivered or provided as promised.
- The customer meets all specified requirements for eligibility for a refund.

## 3. Eligibility for a Return or Refund

To be eligible for a return or refund:

- You must contact us within 30 days after the scheduled service date.
- Provide proof that the service was not rendered as agreed upon.
- Provide proof you completed all requirements for eligibility for a refund

## 4. How to Request a Return or Refund

If the above conditions are met, please contact us via support ticket in <https://discord.gg/emoneyy> to initiate the return or refund process. Ensure that you provide the necessary details such as order number, date of purchase, and supporting evidence for your claim.

## 5. Approval and Processing

All return or refund requests are subject to review. If your request is approved, we will notify you of the next steps.

## 6. Non-Refundable Items

- Any purchases made that do not meet the criteria for return or refund.
- Services that were fully rendered as agreed upon.
- Due to the nature of digital goods and services, we do not offer refunds, returns, or exchanges once a purchase is completed.

## 7. Non-Refundable Scenarios

Refunds will not be issued under any circumstances, including but not limited to:

- Change of mind or dissatisfaction with the service
- Misunderstanding the nature of the service or its features.
- Failure to meet personal expectations or outcomes.
- Issues caused by the customer's device, internet connection or account management.

## 8. Dispute Resolution

- If you experience an issue with our service, please open a support ticket on our Discord server. While we do not provide refunds, we are committed to resolving legitimate concerns promptly.

## Contact Us

If you have any questions or concerns regarding our return policy, please feel free to reach out to us via support tickets at <https://discord.gg/emoneyy>.