

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>.