

Refund Policy

Updated on December 16th, 2024

Definitions and key terms

To help explain things as clearly as possible in this Refund Policy, every time any of these terms are referenced, are strictly defined as:

- **Company:** When this policy mentions “Company,” “we,” “us,” or “our,” it refers to Kaizen, which is responsible for your information under this Refund Policy.
- **Customer:** refers to the company, organization, or person that signs up to use the Kaizen Service to manage the relationships with your consumers or service users.
- **Device:** any internet-connected device such as a phone, tablet, computer, or any other device that can be used to visit Kaizen and use the services.
- **Service:** refers to the service provided by Kaizen as described in the relative terms (if available) and on this platform.
- **Website:** Kaizen’s site, which can be accessed via this URL: <https://kaizencrypto.xyz/>
- **You:** a person or entity that is registered with Kaizen to use the Services.

Refund Policy

7-Day Money-Back Guarantee

At Kaizen, we strive to ensure our members are completely satisfied with our services. If you are not satisfied with your purchase, we offer a 7-day money-back guarantee.

Eligibility for Refund

To be eligible for a refund, you must request it within 7 days of your sign-up date.

How to Request a Refund

Contact Support

- Email our support team at kaizen@jungmedia.io

Review Process

Our team will review your request as soon as possible and notify you of the approval or rejection of your refund.

Refund Process

If approved, your refund will be processed, and a credit will automatically be applied to your original method of payment within 5 business days.

Late or Missing Refunds

If you haven't received a refund within the specified time frame, first check your bank account again. Then contact your credit card company, as it may take some time before your refund is officially posted. If you've done all of this and still have not received your refund, please contact Customer Support.

Your Consent

By using our website, registering an account, or making a purchase, you hereby consent to our Refund Policy and agree to its terms.

Changes To Our Refund Policy

Should we update, amend, or make any changes to this document so that they accurately reflect our Service and policies unless otherwise required by law, those changes will be prominently posted here. Then, if you continue to use the Service, you will be bound by the updated Refund Policy. If you do not want to agree to this or any updated Refund Policy, you can delete your account.

Contact Us

If, for any reason, you are not completely satisfied with any good or service that we provide, don't hesitate to contact us at kaizen@jungmedia.io and we will discuss any of the issues you are going through with our product.