

## 1. General Refund Policy

At 10X Business Smart Agency®, we aim to deliver high-quality digital services and software solutions. If you are not satisfied with your purchase, you may request a refund within 14 days from the date of purchase.

Refunds are granted only when the request meets the conditions below.

## 2. Eligibility for Refunds

A refund is eligible if:

The request is submitted within 14 days of the original purchase date.

The product or service has not been fully delivered, consumed, or used in a way that makes reversal impossible

For software tools, the customer has not excessively used features or downloaded/exported deliverables that indicate full utilization.

For services (design, setup, marketing, etc.), work must not have been fully delivered.

## 3. Non-Refundable Items

We do not offer refunds for:

Completed digital services (website setups, designs, funnel builds, marketing work, consultations, etc.).

Digital products that have been accessed, downloaded, or fully used.

Subscription renewals (customers are responsible for canceling before renewal).

Special promotions, discounted purchases, or lifetime deals.

Third-party software or tools included in bundled packages.

#### 4. Subscriptions & Renewals

All subscriptions automatically renew unless canceled before the renewal date.

Renewal payments are non-refundable, as reminders and management tools are provided.

You may cancel your subscription at any time. Access continues until the end of the billing period.

#### 5. Chargebacks

If a customer initiates a chargeback without first contacting us:

Access to all products, accounts, and services may be suspended.

The dispute will be contested with full documentation.

We always recommend contacting support before escalating a payment dispute.

#### 6. How to Request a Refund

To request a refund, email us at:

[support@10xbsa.site](mailto:support@10xbsa.site)

Please include:

Full name

Email used during purchase

Order ID or transaction ID

Reason for the refund request

Our team will review your request and respond within 48 hours.

## 7. Approval Process

If your refund request is approved:

Refunds are processed back to the original payment method.

Processing time may vary depending on the payment processor and your financial institution

If your refund is not eligible, we will provide a clear explanation.

## 8. Updates to This Policy

We may update this Refund Policy at any time. Changes will be posted on this page along with the "Last Updated" 01/12/2025.