

Refund Policy

Effective Date: 01 February 2025

Last Updated: 01 February 2025

Welcome to **UnlockQubits**. We value customer satisfaction and transparency regarding purchases. Since our platform provides **digital content**, we maintain a strict **no-refund policy** in most cases. However, we do offer refunds under specific circumstances outlined below.

This Refund Policy complies with **instamojo's platform policies** and applicable **consumer protection laws**.

1. General Refund Policy

Due to the nature of digital products, all sales are considered **final and non-refundable** unless required by **applicable laws** or **instamojo's refund policies**.

We **do not** offer refunds for:

- ✗ Change of mind after purchase.
 - ✗ Incorrect purchase made by the customer.
 - ✗ Lack of technical knowledge to access the digital content.
 - ✗ Requests made beyond the refund eligibility period (see below).
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2. Eligible Refund Cases

Refunds **may be granted** in the following cases:

✓ Duplicate Payment:

- If a customer accidentally makes **multiple payments** for the same product, we will issue a **full refund** for the duplicate charge.

✓ Technical Issues Preventing Access:

- If the purchased e-book or content is **completely inaccessible** due to a technical error on our side, and we are **unable to resolve it** within **7 days**, a refund may be considered.
- Customers must **report the issue within 7 days** of purchase by contacting us.

✓ Fraudulent Transactions:

- If a **fraudulent payment** or **unauthorized charge** is detected and verified, we will process a refund after an internal investigation.

✓ Chargeback Disputes (instamojo Rules Apply):

- If a chargeback is initiated, instamojo's dispute resolution process will determine whether a refund is granted.
- If the chargeback is **ruled in the customer's favor**, the refund will be issued automatically.

✓ Regional Consumer Protection Laws:

- Some regions (e.g., the **EU, UK, and specific states in the US**) may require a refund option within a **statutory period (e.g., 14 days)** for digital products.
 - If required by **local laws**, we will comply with the legal refund requirements.
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3. Refund Eligibility Period

- **Duplicate payments** → Refund request must be made within **14 days** of purchase.
 - **Technical issues** → Must be reported within **7 days** of purchase.
 - **Fraudulent transactions** → Refunds processed **only after verification**.
 - **Chargebacks** → Handled per instamojo's dispute resolution process.
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4. How to Request a Refund

If you believe you qualify for a refund, follow these steps:

1. **Contact Us** via email at contact@unlockqubits.com.
 2. **Provide the following details** in your refund request:
 - Full Name
 - Email Address
 - Order Number / Payment Receipt
 - Reason for Refund Request
 3. Our team will review your request within **5 business days** and respond with the final decision.
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5. Refund Processing Time

- **Approved refunds** will be processed within **7-10 business days**.
 - The refunded amount will be credited back to the **original payment method**.
 - Any processing fees deducted by **third-party payment providers (instamojo, Paddle, etc.)** are **non-refundable** unless otherwise stated.
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6. Contact Information

For refund inquiries, contact us:

✉ **Email:** contact@unlockqubits.com

🌐 **Website:** <https://unlockqubits.com>