

# NeuroYoga.Zone Digital Products Refund Policy

Since Neuroyoga.Zone offers non-tangible irrevocable goods we do not issue refunds once the order is accomplished and the product download link is sent. As a customer you are responsible for understanding this upon purchasing any item at our site.

However, we realize that exceptional circumstance can take place with regard to the character of the product we supply.

Therefore, we DO honor requests for the refund on the following reasons:

**Specific terms stated on a specific digital product:** Some digital products may explicitly state a full or partial refund is based on a satisfaction guarantee.

**Non-delivery of the product:** due to some mailing issues of your e-mail provider or your own mail server you might not receive a delivery e-mail from us. In this case we recommend contacting us for assistance. Claims for non-delivery must be submitted within 7 days from the order placing date. Otherwise the product will be considered received and downloaded; download and unzipping issues: it may happen so that you are having problems while downloading the product or its unzipping. Claims regarding such issues must be submitted within 7 days. If you do not properly contact NeuroYog.Zone during this period, you agree that we may construe silence as a successful download of the product with no further right of redress or refund for a “download issue” reason;

**Major defects:** although all the products are thoroughly tested before release, unexpected errors may occur. You should contact us for such issues. We keep the right to rectify the error or defect within 72 hours. If any deficiency is approved and we fail to correct it within 72 hours from the date of the initial complaint letter or any other notification provided by a Customer, the refund will be issued to the customer in full without any compensations or reimbursements. OR, at customer’s choice, replacement of the product of the same or around the same value can be offered. Failure to provide such access in a timely manner may result in a delayed resolution of the issue.

**Product not-as-described:** such issues should be reported within 7 days from the date of the purchase. Clear evidence must be provided proving that the purchased product is not as

it is described on the NeuroYoga.Zone website. Complaints which are based merely on the customer's false expectations or wishes are not honored.

Please note that we do not bear any responsibility and therefore we do not satisfy any refund/return/exchange requests based on incompatibility of our products with some third-party software (plug-ins, add-ons, modules, search engines, scripts, extensions etc) other than those which are specified as compatible in a description available on the sales page of each product. We don't guarantee that our products are fully compatible with any third-party programs (including web host) and we do not provide support for third-party applications.

Requests for a refund are accepted at [Contact Us](#) within the period of 7 days after the order is placed. You should accompany this request with detailed and grounded reasons why you apply for a refund. Please make sure your request does not contradict our [Terms of Use/Privacy Policy](#).

These "Digital Products Refund Policy" were last updated on February 10, 2017