

# Mind of Khan Studios Refund Policy

At Mind of Khan Studios, we are passionate about providing you with exceptional digital products and services that help bring your creative visions to life.

From the moment you decide to work with us, we're committed to ensuring your experience is as seamless and fulfilling as possible. But what happens if things don't go quite as planned? Let's talk about our refund policy, a safety net designed to give you peace of mind.

## Digital Assets

For digital assets acquired through Mind of Khan Studios Limited, all sales are final upon delivery. Once digital assets (classified as digital currency, cryptocurrency, non fungible tokens / NFTs, tokens, decentralised financial opportunities and all of its associated instruments) are sent to the specified address provided by the client, they are considered delivered and non-refundable. **Due to the nature of digital goods, no refunds, returns, or chargebacks will be permitted under any circumstances.** Clients acknowledge and agree to these terms by authorising the purchase and understanding that the digital assets, once delivered, cannot be retracted or refunded. This policy is in place to protect the integrity and security of digital transactions and to ensure the proper delivery of services.

## Digital Services

Our team of experts pours immense effort, creativity, and time into every digital marketing strategy, website design, and development project we undertake. We thrive on watching your business grow through our digital solutions. However, due to the nature of our work, **once a service has been provided, such as digital marketing campaigns, website creation, or any personalised consultation, we cannot offer a refund.** Why, you ask? Because these services involve substantial personalised work and resources that are allocated specifically for your project from the get-go.

Yet, worry not! Before we embark on any journey together, we ensure transparent communication, setting clear expectations, and understanding your vision down to the last detail. This way, we minimise the chances of any dissatisfaction and aim to exceed your expectations at every turn.

## Digital Goods

Now, let's dive into our digital goods – the novels, audiobooks, apps, and games that spark joy and inspiration. If you've made a purchase and find that it's not quite what you expected, we've got you covered. **Items that are not customised and fall under digital goods can be refunded within a period of 30 days from the date of purchase.** Yes, you heard that right!

Why do we offer this? Because we believe in the quality of our creations and want you to feel confident and thrilled about your investment in our products. Whether it's a journey through the realms with our novels or challenging your math skills with AQuizMatics, your satisfaction is our top priority.

## **How to Request a Refund**

Found yourself in a situation where you'd like to request a refund? Here's what to do:

1. Contact us at [info@mindofkhan.com](mailto:info@mindofkhan.com), providing your order details and the reason for the request.
2. Our friendly support team will review your request, aiming to process it swiftly and efficiently.
3. For eligible digital goods, once approved, your refund will be processed, and a credit will automatically be applied to your original method of payment, within a certain amount of days.

## **Your Creative Journey Matters**

Remember, at Mind of Khan Studios, your journey towards achieving your publishing dreams, amplifying your digital presence, or simply enjoying our range of products is what drives us. We're here not just as service providers but as partners in your creative journey. So, let's create, explore, and grow together, with the assurance that we've got your back every step of the way.

Got more questions? Our team is just an email or phone call away. Reach out, and let's make magic happen.