

Refund Policy Last updated: December 23, 2024

At Herbal Education, a DBA of NutriGlu Inc., customer satisfaction is one of our top priorities. We aim to provide clarity and transparency regarding our refund process to ensure a smooth experience for our customers. Please read this policy carefully before making a purchase.

Refunds for First Orders We are pleased to offer a 60-day refund policy for first-time purchases of our digital products. This policy allows our customers to try our offerings with peace of mind. To be eligible for a refund on your first order, the following conditions must be met:

Refund Request Timeline: You must submit your refund request within 60 days of the original purchase date. Refund requests made after this period will not be honored.

Proof of Purchase: Include a copy of your order confirmation, receipt, or any other documentation that verifies your purchase.

Submission Process: Refund requests must be sent via email to Herbscreatives@gmail.com. Please include a detailed explanation of your reason for requesting a refund. Once we receive your request, our team will review it promptly. If approved, the refund will be issued to the original payment method used for the purchase. Please allow up to 10 business days for the refund to reflect in your account. Note that processing times may vary depending on your financial institution.

No Refunds on Subscription Orders We do not offer refunds for subscription purchases under any circumstances. This includes situations where customers: Forget to cancel their subscription. Do not use the subscription during the billing period. Experience buyer's remorse or change their mind about the subscription. By purchasing a subscription, you acknowledge and agree to these terms. It is the customer's responsibility to manage their subscription, including canceling it before the next billing cycle if they no longer wish to continue. We encourage all customers to review their subscription details and schedule before committing to the service. **Frequently Asked Questions**

1. Can I get a refund if I cancel my subscription halfway through the billing cycle?

Unfortunately, no. Subscriptions are non-refundable, and partial refunds are not available. Once a billing cycle begins, the charge is considered final.

2. What if I forgot to cancel my subscription?

We understand that oversights happen. However, as per our policy, refunds will not be issued for forgotten subscriptions. Please set reminders to manage your subscription effectively.

3. Can I transfer my subscription to another user or pause it?

Subscriptions are non-transferable and cannot be paused. If you no longer wish to use your subscription, you must cancel it to avoid further charges.

4. Will I receive a confirmation email when my refund is processed?

Yes, you will receive an email confirmation once your refund request has been approved and processed.

Additional Notes Refunds are limited to first-time purchases only and are not applicable to subsequent orders, even if they are for the same product. We reserve the right to deny refund requests that do not meet the conditions outlined in this policy. Any fraudulent or abusive refund claims will result in the suspension of your account and denial of the request.

Contact Information If you have any questions about this Refund Policy or need assistance with your refund request, please don't hesitate to reach out to us. Our customer support team is here to help and can be contacted at Herbscreatives@gmail.com. We strive to respond to all inquiries within 2 business days. Thank you for choosing Herbal Education. We value your trust and look forward to serving you.