

## **POWERED BY IGO REFUND POLICY**

Powered By iGo offers all customers a three (3) day full money-back guarantee from the date of purchase or the last charge incurred for Digital Products (i.e., Ellev8). Powered By iGo offers all customers a seven (7) day full money-back guarantee from the date of purchase or the last charge incurred for Physical Products (i.e., Zence Moods). These refunds are processed within 7 - 10 business days from receipt, however, depending on your bank or financial institution, the refund may not reflect on your account or statement for one full billing cycle.

### **Beyond the Refund Period**

Any disputes outside of the refund period must be submitted in writing and in addition to the purpose of the refund, appropriate documentation that includes but is not limited to finalized transaction identification information, credit/debit card information and other documents as requested. After you have furnished the requested information and your request is approved, refunds are processed within 7 - 10 business days, however, depending on your bank or financial institution, it may not reflect on your account or statement for one full billing cycle.

Although monthly digital subscription payments are generally non-refundable, the company reserves the right to review these requests on a case by case basis.

**Card Issuer Disputes:** If a customer disputes Powered By iGo related charges with their bank or financial institution, this may prolong the disputes / refund resolution process. In addition to a prolonged refund process, your access to Powered By iGo technologies and partner services will be immediately suspended. Reinstatement of services would require that you contact your bank or financial institution to reverse the dispute, make full payment and pay a \$50 reinstatement fee.

Send request for refunds to: [support@poweredbyigo.com](mailto:support@poweredbyigo.com)

Name:

Contact Number:

Email:

Purpose of Refund:

Amount of Refund Requested:

Last 4 Digits of Card Charged:

Transaction ID Number (finalized transactions):