

## Refund Policy

**Effective Date:** 01/01/2024

At Exclusive Link Ltd, we are committed to providing high-quality content and services to our users. Due to the nature of our digital products and services, **all purchases made on our platform are final and non-refundable.**

### No Refunds

Once a subscription, content purchase, or service fee has been processed, **no refunds, credits, or exchanges will be issued**, including (but not limited to) situations involving:

- User dissatisfaction with content unless under false advertising
- Technical issues on the user's end (e.g., internet connectivity, device compatibility)
- Failure to cancel a subscription before the renewal date
- Unauthorized use or account sharing

### Digital Content Acknowledgement

By completing a purchase, you acknowledge and agree that:

- You are purchasing access to digital content/services.
- Digital content is considered consumed once accessed or streamed.
- Under applicable laws, digital products may not be eligible for refund once delivery/access has begun.

### Subscription Cancellations

You may cancel your subscription at any time to prevent future charges. Cancellations take effect at the end of the current billing cycle. No partial refunds will be issued for unused time. You can manage this in the account management section within your profile settings.

### Chargeback Policy

Initiating a chargeback without first contacting our support team to resolve the issue may result in:

- Immediate suspension or termination of your account
- A ban from future access to the platform
- Legal action to recover lost funds and associated fees



### **Need Help?**

If you experience any technical issues or believe there has been a billing error, please contact our support team at [info@exclusive-link.com](mailto:info@exclusive-link.com) or through our live chat support function. We're here to help, but we do not offer refunds unless there is clear evidence of miss selling or at the request of the Content Provider.

