

Refund Policy:

Thank you for purchasing digital products from Framify. Due to the nature of digital content, we have specific guidelines regarding refunds. Please review the following carefully.

1. Non-Refundable Products

- **Digital Nature:** Digital products are instantly accessible and downloadable upon purchase. Due to this immediate access, refunds are generally not provided once the product has been downloaded or accessed.
- **Excluded Purchases:** Products such as templates, themes, software, e-books, plugins, and other downloadable files are non-refundable.

2. Eligible Refund Cases

We understand there may be situations where a refund is warranted. Refunds may be granted in the following cases:

- **Technical Issues:** If the digital product has a critical technical defect that makes it unusable and cannot be resolved within a reasonable time.
- **Duplicate Purchases:** In cases where a duplicate purchase is made accidentally, a refund for the duplicate purchase may be provided.
- **Misleading Descriptions:** If the product differs significantly from its advertised description, a partial or full refund may be considered.

3. Ineligible Refund Cases

- **Change of Mind:** We do not offer refunds if a customer changes their mind after purchase.
- **User Error:** Refunds are not provided for issues arising from incorrect downloads, incompatible devices, or user errors.
- **Custom Modifications:** If the digital product has been modified or customized after purchase, it is ineligible for a refund.
- **Third-Party Issues:** We are not responsible for compatibility issues with third-party software, plugins, or other applications.

4. Requesting a Refund

- To request a refund, please contact our support team at contact@framify.design within 7 days of purchase.
- Include details such as the order number, purchase date, and the reason for the request.
- Refund requests are reviewed on a case-by-case basis, and processing times may vary.

5. Approval Process

- Refund requests are evaluated by our support team, and approval is at the discretion of [Your Company Name]. If approved, refunds are processed within 10 business days.

Note: By completing a purchase, you acknowledge and accept our refund policy. Please feel free to contact us if you have questions or concerns.