

REFUND POLICY

Last Updated: January 20, 2026

Effective Date: January 20, 2026

This Refund Policy ("Policy") applies to all products and services purchased through MiiPrime.com, M2Prime.com, M²Prime.com, and associated platforms operated by M Squared Prime, LLC ("M² Prime," "Company," "we," "us," or "our").

By making a purchase, you ("you," "your," "Customer," or "User") acknowledge that you have read, understood, and agree to this Refund Policy. This Policy should be read in conjunction with our [Terms of Service], [Privacy Policy], and [Legal Disclaimer].

1. GENERAL REFUND PRINCIPLES

1.1 Commitment to Customer Satisfaction

We strive to provide high-quality products and services. If you are not satisfied with your purchase, this Policy outlines the circumstances under which refunds may be available.

1.2 Refund Eligibility

Refund eligibility depends on:

- The type of product or service purchased
- The timing of your refund request
- The condition of physical products (if applicable)
- Compliance with this Policy's terms

1.3 No Obligation to Refund

Except where required by law or as expressly stated in this Policy, all sales are final. We are under no obligation to provide refunds, returns, exchanges, or credits beyond what is outlined here.

2. DIGITAL PRODUCTS AND SERVICES

2.1 General Policy for Digital Products

Digital products and services (including but not limited to software, downloadable content, e-books, templates, online courses, webinars, digital tools, and access to online platforms) are generally **non-refundable** once:

- Access has been granted
- Download has been initiated
- Content has been viewed, consumed, or used
- A license key or activation code has been provided

2.2 Exceptions for Digital Products

Refunds for digital products may be considered in the following circumstances:

A. Technical Issues

If you experience technical issues that prevent you from accessing or using the digital product, and we are unable to resolve the issue within **seven (7) business days** of your report, you may be eligible for a refund.

Requirements:

- You must report the issue to Info@miiprime.com within **fourteen (14) days** of purchase
- You must provide detailed information about the technical problem (error messages, screenshots, device information, browser, operating system)
- You must cooperate with our technical support team to attempt resolution

Resolution Process:

1. Contact our support team with details of the issue
2. Work with our team to troubleshoot (may involve testing on different devices, browsers, or network connections)
3. If the issue cannot be resolved within seven (7) business days, request a refund
4. Refund requests are reviewed on a case-by-case basis

B. Duplicate Purchase

If you accidentally purchase the same digital product twice, you may be eligible for a refund of the duplicate purchase.

Requirements:

- You must contact us within **seven (7) days** of the duplicate purchase at Info@miiprime.com
- Provide proof of duplicate transaction (order numbers, receipts, payment confirmations)

Resolution: We will refund the duplicate purchase after verification. Original purchase remains non-refundable.

C. Product Significantly Not as Described

If the digital product you received is materially different from its description on our Site (e.g., missing core features, incompatible with stated requirements, fundamentally different content), you may be eligible for a refund.

Requirements:

- Request must be made within **fourteen (14) days** of purchase
- You must provide specific examples of how the product differs from its description
- You must not have substantially consumed or used the product (e.g., completed more than 25% of an online course)

Determination: We will review your claim and may request additional information. Our decision is final.

2.3 Non-Refundable Digital Product Scenarios

Refunds will **not** be provided for:

- Change of mind, buyer's remorse, or lack of interest after purchase
- Failure to read the product description or system requirements before purchase
- Incompatibility with your specific device, software, or setup if requirements were clearly stated
- Dissatisfaction with content quality, style, or subjective preferences (e.g., "I didn't like the teaching method")
- Claiming you did not use, access, or download the product after access was granted
- Violation of our Terms of Service or misuse of the product

3. SUBSCRIPTION SERVICES

3.1 Subscription Billing

Subscription services (monthly, annual, or other recurring billing) automatically renew at the end of each billing period unless canceled before the renewal date.

3.2 Cancellation

You may cancel your subscription at any time through:

- Your account settings on the Site
- Contacting Info@miiprime.com
- Following the cancellation instructions provided in your subscription confirmation email

Effective Date of Cancellation:

- Cancellation takes effect at the end of the current billing period
- You will retain access to the subscription services until the end of the paid period
- No partial refunds are provided for unused time in the current billing period

3.3 Refund Policy for Subscriptions

A. Initial Subscription Period

If you cancel within **seven (7) days** of your initial subscription purchase and have not substantially used the service (e.g., consumed less than 10% of available features, content, or resources), you may be eligible for a **full refund** of the subscription fee.

Requirements:

- Request must be submitted within seven (7) days of the initial purchase date
- You must not have substantially used or consumed the service
- Request must be sent to refunds@miiprime.com with your order number and account email

B. Renewal Period

No refunds are provided for subscription renewal charges except in the following circumstances:

1. **Billing Error:** If you were charged incorrectly due to a system error (e.g., charged twice, charged after cancellation was processed), we will refund the erroneous charge after verification.
2. **Failure to Cancel Before Renewal:** If you forgot to cancel before your renewal date, refunds are **not provided**. It is your responsibility to cancel prior to renewal. We recommend setting a calendar reminder.
3. **Unauthorized Renewal:** If your subscription renewed without your authorization due to a technical error on our end, and you contact us within **seven (7) days** of the renewal charge, we will refund the renewal fee and cancel the subscription.

C. Annual Subscriptions

Annual (yearly) subscriptions are **non-refundable** after the initial seven (7) day period, except:

- Billing errors (see Section 3.3.B.1)
- Unauthorized charges due to our technical error (see Section 3.3.B.3)

No **prorated refunds** are provided if you cancel mid-year.

3.4 Free Trials

If a subscription includes a free trial period:

- You may cancel anytime during the free trial without charge
 - If you do not cancel before the trial ends, you will be charged the subscription fee and the refund policy in Section 3.3 applies
 - **No refunds** are provided if you forget to cancel before the trial period ends
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4. PHYSICAL PRODUCTS

4.1 Return Window

Physical products may be returned within **thirty (30) days** of the delivery date for a refund, exchange, or store credit, subject to the conditions below.

4.2 Conditions for Returns

A. Product Condition

To be eligible for a return, the product must be:

- Unused, unopened, and in original condition
- In original packaging with all tags, labels, and accessories
- Free from damage, wear, or alterations
- Not a personalized, customized, or made-to-order item (unless defective)

B. Non-Returnable Physical Products

The following items are **not eligible for return or refund**:

- Personalized, custom-made, or engraved products
- Products marked as "Final Sale" or "Non-Returnable"
- Opened consumables (food, supplements, health products, cosmetics)
- Intimate or sanitary goods (undergarments, personal care items)
- Hazardous materials or perishable goods
- Digital products bundled with physical products (digital portion is non-refundable)

4.3 Return Process

Step 1: Request Return Authorization

- Contact Info@miiprime.com within thirty (30) days of delivery
- Provide order number, reason for return, and photos of the product (if defective or damaged)
- Await Return Merchandise Authorization (RMA) number and return instructions

Step 2: Ship the Product

- Package the product securely in original packaging
- Include RMA number on the package
- Ship to the return address provided (you are responsible for return shipping costs unless the product is defective or we shipped the wrong item)
- Obtain tracking information and retain proof of shipment

Step 3: Refund Processing

- We inspect the returned product within **five (5) business days** of receipt
- If approved, refund is issued to your original payment method within **seven (7) to ten (10) business days**
- If the return is rejected (product not in eligible condition), we will contact you to arrange re-shipment at your expense or disposal

4.4 Return Shipping Costs

- **Customer Responsibility:** You pay return shipping costs for standard returns (change of mind, incorrect size/color)
- **Company Responsibility:** We pay return shipping costs if:
 - Product is defective, damaged, or malfunctioning
 - We shipped the wrong item
 - Product does not match its description

4.5 Refund Amount for Physical Products

- **Full Refund:** Original purchase price minus original shipping costs (unless we made an error)
- **Restocking Fee:** A restocking fee of up to **15%** may apply to certain returns at our discretion
- **Shipping Costs:** Non-refundable unless the return is due to our error

4.6 Exchanges

If you wish to exchange a physical product for a different size, color, or model:

- Follow the return process in Section 4.3
- Indicate in your RMA request that you want an exchange
- Once the return is approved, we will ship the replacement item
- You are responsible for any price difference between the original and replacement items

5. SERVICES (CONSULTING, COACHING, CUSTOM WORK)

5.1 Service Deliverables

Services such as consulting, coaching, custom development, content creation, or professional services are **non-refundable** once work has commenced.

5.2 Cancellation Before Work Begins

If you cancel a service before any work has been performed:

- **Full Refund:** Provided if canceled within **forty-eight (48) hours** of purchase
- **Partial Refund:** A cancellation fee of **20% to 50%** of the total service fee may apply if canceled after 48 hours but before work begins, depending on the service

5.3 Cancellation After Work Begins

Once work has commenced (e.g., consulting session attended, deliverables provided, custom work started):

- **No refunds** are provided
- You are responsible for payment of all services rendered up to the cancellation date
- Outstanding invoices for completed work must be paid even if the project is discontinued

5.4 Satisfaction Guarantee (If Applicable)

Some services may include a satisfaction guarantee. If explicitly stated at the time of purchase:

- You may request revisions or corrections to deliverables within a specified timeframe
- If we are unable to meet agreed-upon deliverables after good faith efforts, a partial or full refund may be provided at our discretion
- Refund decisions are made on a case-by-case basis

5.5 No-Show or Late Cancellation Policy (For Scheduled Sessions)

For scheduled appointments (coaching calls, consulting sessions, meetings):

- **Rescheduling:** Allowed with at least **twenty-four (24) hours** advance notice
- **No-Show:** If you miss a scheduled session without prior notice, the session is forfeited and **no refund** is provided
- **Late Cancellation:** Cancellations made less than twenty-four (24) hours before the session may result in forfeiture of the session fee

6. BUNDLES, PACKAGES, AND PROMOTIONS

6.1 Bundled Products

If you purchase a bundle or package containing multiple products or services:

- The bundle is priced as a single unit, not as individual items
- **No partial refunds** are provided for individual items within a bundle
- To receive a refund, you must return or request cancellation of the entire bundle
- Individual refund policies (Sections 2-5) apply to the bundle as a whole, not to individual components

6.2 Promotional Discounts and Offers

Products or services purchased with promotional discounts, coupon codes, or special offers are subject to the same refund policies as full-price purchases.

Additional Conditions:

- If a refund is approved, the refund amount is based on the **discounted price you paid**, not the original price
- Promotional codes or discounts are non-transferable and cannot be refunded separately
- Free bonus items included with a purchase are not eligible for individual refunds and must be returned with the main product (if applicable)

7. REFUND PROCESSING

7.1 Refund Method

Refunds will be issued to your original payment method:

- **Credit/Debit Card:** Refund processed to the card used for purchase
- **PayPal:** Refund sent to your PayPal account
- **Bank Transfer:** Refund sent to the bank account used for payment
- **Store Credit:** May be offered as an alternative to monetary refund (at our discretion or upon your request)

We cannot issue refunds via different payment methods (e.g., if you paid by card, we cannot refund via check).

7.2 Refund Timeline

Once a refund is approved:

- **Processing Time:** We process refunds within **five (5) to seven (7) business days**
- **Bank/Card Issuer Time:** Your bank or card issuer may take an additional **five (5) to ten (10) business days** to post the refund to your account
- **Total Time:** Allow up to **fourteen (14) business days** from approval for the refund to appear in your account

7.3 Partial Refunds

In some cases, we may issue partial refunds:

- Products returned not in original condition, damaged, or with missing parts (at our discretion)
- Prorated refunds for services partially delivered
- Refunds minus shipping, restocking, or processing fees

7.4 Refund Confirmation

You will receive an email confirmation once your refund has been processed. The confirmation will include:

- Refund amount
- Refund method
- Expected timeline for funds to appear in your account

8. DEFECTIVE, DAMAGED, OR INCORRECT PRODUCTS

8.1 Reporting Issues

If you receive a defective, damaged, or incorrect product:

- **Contact us immediately** at Info@miiprime.com within **seven (7) days** of delivery
- Provide your order number, description of the issue, and photos of the product (if applicable)

8.2 Resolution Options

We will offer one of the following at no additional cost to you:

- **Replacement:** Ship a replacement product at no charge
- **Repair:** Provide instructions or parts to repair the product (if applicable)

- **Full Refund:** Issue a full refund including original shipping costs

8.3 Return Not Required (For Damaged Products)

In some cases, we may not require you to return defective or damaged products (e.g., if the product is perishable, hazardous, or the return shipping cost exceeds the product value). We will inform you if a return is required.

9. CHARGEBACKS AND PAYMENT DISPUTES

9.1 Contact Us First

If you have an issue with your purchase or believe you were charged in error:

- **Contact us first** at billing@miiprime.com before disputing the charge with your bank or credit card company
- We are committed to resolving billing issues promptly and fairly

9.2 Chargeback Consequences

If you initiate a chargeback or payment dispute without contacting us first:

- We will investigate and respond to the chargeback with documentation (order records, proof of delivery, Terms of Service acceptance)
- If the chargeback is found to be unjustified, you may be responsible for chargeback fees and administrative costs
- Unjustified chargebacks may result in immediate account suspension or termination
- We reserve the right to pursue legal action to recover funds and fees

9.3 Legitimate Disputes

If you have a legitimate dispute (unauthorized transaction, billing error, failure to receive product or service), we will work with you to resolve it and may voluntarily refund or credit your account.

10. NON-REFUNDABLE FEES

The following fees are **non-refundable under any circumstances**:

- **Shipping and handling fees** (unless the return is due to our error)
- **Payment processing fees** (credit card processing fees, PayPal fees, etc.)

- **Subscription renewal fees** (except as outlined in Section 3.3)
 - **Late payment fees, interest charges, or collection costs**
 - **Customization or personalization fees**
 - **Administrative or service fees** (setup fees, account activation fees)
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11. GEOGRAPHIC AND LEGAL LIMITATIONS

11.1 International Customers

International customers are subject to the same refund policies as U.S. customers, with the following additional considerations:

- **Return Shipping:** You are responsible for international return shipping costs and customs/import duties
- **Currency Conversion:** Refunds are issued in the currency of the original transaction; currency exchange rate fluctuations are your responsibility
- **Import Duties/Taxes:** Import duties, taxes, or customs fees paid at the time of delivery are non-refundable and are the customer's responsibility to claim from local authorities

11.2 Consumer Protection Laws

If you are located in a jurisdiction with mandatory consumer protection laws (e.g., European Union, United Kingdom, Australia, Canada), you may have additional rights beyond this Policy. Nothing in this Policy is intended to limit or exclude your statutory rights under applicable consumer protection laws.

Examples:

- **EU/UK:** Right to withdraw from distance contracts within fourteen (14) days (with exceptions for digital content, personalized products, or sealed goods)
- **Australia:** Refunds, repairs, or replacements under the Australian Consumer Law for major failures or defects
- **Canada:** Provincial consumer protection laws may provide additional rights

If local law provides greater protection, those laws shall apply.

12. EXCEPTIONS AND SPECIAL CIRCUMSTANCES

12.1 Force Majeure

Refunds may be delayed or unavailable in the event of circumstances beyond our reasonable control, including but not limited to:

- Natural disasters, pandemics, or public health emergencies
- War, terrorism, or civil unrest
- Government actions, embargoes, or regulatory changes
- Failures of third-party payment processors, banks, or financial institutions
- Internet or telecommunications outages

12.2 Discontinued Products or Services

If we discontinue a product or service you have purchased:

- **Digital Products/Subscriptions:** You will receive advance notice (typically thirty (30) days) and may be offered a prorated refund, alternative product, or store credit
- **Physical Products:** No refund is provided for discontinued products unless defective

12.3 Bankruptcy or Business Closure

In the unlikely event of bankruptcy, business closure, or insolvency:

- Refund requests will be processed in accordance with applicable bankruptcy laws
- We cannot guarantee refunds in such circumstances

13. REFUND REQUEST PROCESS

13.1 How to Request a Refund

To request a refund:

1. Email **refunds@miiprime.com** with the subject line "Refund Request"
2. Include the following information:
 - Full name and email address associated with your account
 - Order number or transaction ID
 - Date of purchase
 - Product or service purchased
 - Reason for refund request
 - Any supporting documentation (screenshots, photos, error messages, receipts)

13.2 Review Process

- We will acknowledge receipt of your refund request within **two (2) business days**

- We will review your request and respond with a decision within **five (5) to seven (7) business days**
- If additional information is needed, we will contact you

13.3 Refund Decision

Refund decisions are made at our sole discretion based on:

- Compliance with this Refund Policy
- The nature of the product or service
- The timing of your request
- The reason for your request
- Your purchase and account history

Our decision is final. We are not obligated to provide refunds beyond what is stated in this Policy.

14. ABUSE OF REFUND POLICY

14.1 Prohibited Conduct

Abuse of this Refund Policy includes, but is not limited to:

- Requesting refunds after fully consuming or using digital products or services
- Submitting false or misleading information in refund requests
- Repeatedly purchasing and refunding products ("serial refunding")
- Requesting refunds with the intent to defraud
- Initiating chargebacks after receiving refunds

14.2 Consequences

If we determine that you have abused this Policy:

- Your refund request will be denied
 - Your account may be suspended or permanently terminated
 - You may be banned from making future purchases
 - We may pursue legal action to recover damages, fees, and costs
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15. MODIFICATIONS TO THIS POLICY

15.1 Right to Modify

We reserve the right to modify, amend, or update this Refund Policy at any time in our sole discretion.

15.2 Notice of Changes

Material changes will be indicated by updating the "Last Updated" date at the top of this Policy. We may also provide notice via:

- Email to the address associated with your account
- Prominent notice on the Site homepage
- In-app notifications (for mobile applications)

15.3 Effective Date

Changes take effect immediately upon posting unless otherwise specified. Your continued use of the Services or purchases after changes take effect constitute acceptance of the revised Policy.

15.4 Applicability

This Policy applies to purchases made on or after the Effective Date. Purchases made before the Effective Date are governed by the Refund Policy in effect at the time of purchase.

16. CONTACT INFORMATION

If you have questions about this Refund Policy or need assistance with a refund request, please contact us:

M Squared Prime, LLC

Attn: Customer Service / Refunds Department

Email: refunds@miiprime.com

Support Email: Info@miiprime.com

Website: <https://www.miiprime.com>

Phone: [Insert Phone Number]

Mail: [Insert Address]

17. ACKNOWLEDGMENT

BY MAKING A PURCHASE, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD, AND AGREE TO THIS REFUND POLICY. IF YOU DO NOT AGREE, DO NOT MAKE A PURCHASE.

This Refund Policy was last updated on January 20, 2026 and is effective as of January 20, 2026.