

Refund, Cancellation and Chargeback Policy - spgFix LLC

Effective Date: 10/4/2023

1. Introduction

Thank you for choosing our online management consulting subscription service. We strive to provide value to our customers through top-tier consulting deliverables. Given the nature of our service and the thoroughness of our purchasing process, we've established a clear and fair refund and cancellation policy to protect both our customers and our interests.

2. Accidental Purchases

Our subscription process involves multiple confirmation steps to ensure that accidental purchases are highly unlikely. If you believe you've made a purchase in error, please contact our support team immediately. We will review your claim on a case-by-case basis. However, the likelihood of a full refund is rare due to the intentional design of our purchasing system.

3. Cancellations

3.1. Immediate Cancellation: If you wish to cancel your subscription, you may do so at any time. However, cancellations made after receiving any deliverables will not be eligible for a full refund for that billing cycle.

3.2. Future Deliverables: After cancellation, no future deliverables will be sent, and no future charges will be made to your account from the next billing cycle onwards.

4. Refunds

4.1. No Refund After Receiving Deliverables: Given the significant value and digital nature of our deliverables, once you've received an item, it's considered "consumed." As such, no refunds will be issued for any deliverables already sent to you.

4.2. Partial Month Refunds: If you cancel your subscription mid-way through a billing cycle and have not yet received any deliverables during that period, you may be eligible for a prorated refund for the unused days of that month.

4.3. Scammers and Malicious Intent: We monitor account activity closely to prevent fraudulent behavior. If we detect suspicious or malicious intent, such as frequent sign-ups and cancellations to avoid full payment, we reserve the right to deny services, refunds, and may even terminate the account in question.

5. Changing Subscription Plans

If you wish to change your subscription plan, please contact our support team. Any changes will take effect from the next billing cycle, and differences in subscription costs will be adjusted accordingly.

6. Contacting Us

For any inquiries related to cancellations, refunds, or any other concerns, please reach out to our customer support team at info@spgFix.com or call us at 1-206-538-3653.

7. Modifications to This Policy

We reserve the right to modify this refund and cancellation policy at any time. It is your responsibility to regularly check this policy for updates. Your continued subscription post-modifications will indicate your acceptance of the amended policy.

Thank you for understanding and trusting our services. We aim to maintain a transparent and honest relationship with all our subscribers.

8. Chargebacks

8.1. Communication First: If you have an issue with a charge, we kindly request that you contact our customer support team before initiating a chargeback with your bank or credit card company. Often, we can resolve the matter promptly and directly, saving both of us time and potential fees.

8.2. Investigation: Should a chargeback be initiated; we will investigate the situation. If the chargeback is deemed legitimate, we will cooperate with the bank or credit card company's procedures. However, if we determine that the service was delivered as promised and the chargeback is unjustified, we reserve the right to dispute it.

8.3. Fees & Penalties: Unjustified chargebacks may result in additional fees. If your bank or credit card company rules the chargeback in our favor, you will be responsible for the original charge, plus any additional fees incurred due to the chargeback process.

8.4. Account Status: Multiple unjustified chargebacks or suspected fraudulent activity can result in the suspension or termination of your subscription account with us. We strive to prevent fraudulent behavior to protect our genuine customers and our interests.

8.5. Reversing a Chargeback: If a chargeback is ruled in our favor or if you wish to reverse a chargeback after it has been initiated, the return of funds to your account might be less the original amount due to processing and administrative fees.

9. Continuing Cooperation

Our primary aim is to ensure satisfaction with our services. We value open communication and encourage you to reach out to us with any billing concerns or questions.