

DIGITAL SALES RETURN AND REFUND AGREEMENT

This Digital Sales Return and Refund Agreement (the "Agreement") is entered into as of _____ / _____ / 20____, by and between:

Seller: _____

Buyer: _____

1. SCOPE OF AGREEMENT

This Agreement governs the return and refund policy for the purchase of the following digital product(s) or service(s):

Transaction ID / Order Reference: _____

2. ELIGIBILITY FOR RETURN AND REFUND

The Buyer may request a refund under the following conditions:

1. The digital product was not delivered or could not be downloaded due to a technical failure on the part of the Seller.
2. The digital product is proven to be defective, corrupted, or does not match the description provided at the time of purchase.
3. The refund request is submitted within _____ days from the original date of purchase.

3. NON-REFUNDABLE SITUATIONS

A refund will not be granted in the following circumstances:

1. The Buyer has downloaded, accessed, activated, or used the digital product.
2. The Buyer changed their mind after the purchase transaction was completed.
3. The request is made after the expiration of the refund window specified in Section 2.
4. The issue arises from compatibility issues on the Buyer's hardware, software, or network environment which do not meet the product requirements.

4. REFUND REQUEST PROCESS

To initiate a return or refund request, the Buyer must:

1. Contact support via email at: _____.
2. Provide proof of purchase and a detailed explanation of the issue.
3. If requested, provide evidence of deletion or uninstallation of the digital assets.

5. METHOD OF REFUND

Approved refunds will be processed using the original method of payment within _____ business days. Alternative refund options, such as store credit, may be issued upon mutual agreement between the parties.

6. GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of _____.

Seller Signature:

Representative Name

Date: _____ / _____ / 20

Buyer Signature:

Buyer Name

Date: _____ / _____ / 20