

Refund Policy

Effective date: August 31, 2026

Because products sold through moriamseriki.com are primarily digital and can be accessed or downloaded promptly after purchase, refunds are limited as described below.

1. Digital Product Sales

Unless a product page expressly states otherwise, purchases of downloadable or electronically delivered products are final once the product has been delivered, made available for download, or access has otherwise been provided. This policy helps protect the value and intellectual property of digital resources that cannot be physically returned.

Nothing in this policy limits any refund, cancellation, or other remedy that cannot lawfully be waived under applicable consumer-protection law.

2. When a Refund or Replacement May Be Available

We will review a request when one of the following applies:

- You were charged more than once for the same order because of a duplicate transaction.
- You received the wrong digital product and we cannot promptly provide the product you purchased.
- The delivered file is materially corrupted, incomplete, or unusable because of a technical defect and we cannot provide a working replacement after reasonable troubleshooting.
- A refund is required by applicable law.

A refund is generally not available because you changed your mind, no longer need the product, purchased the wrong item, did not read the product description, lack compatible software, or expected a feature or service that was not included in the product description.

3. Requests and Timeframe

If you believe your purchase qualifies for review, submit a request through <https://www.moriamseriki.com/contact> within 7 calendar days of purchase. Include your name, order number or purchase email, the product name, and a brief description of the issue.

Before issuing a refund for a technical problem, we may provide a replacement file, corrected download link, or reasonable troubleshooting steps. If the issue cannot be resolved and the request qualifies under this policy, we may issue a full or partial refund to the original payment method.

4. Processing of Approved Refunds

Approved refunds are submitted to the original payment method. Banks and payment providers control the time required for a credit to appear after the refund is issued. Any original currency conversion, bank, or payment-provider fees may be outside our control.

5. Chargebacks and Payment Disputes

If there is a problem with an order, please contact us before filing a chargeback so we have an opportunity to investigate and resolve the issue. Fraudulent or abusive payment disputes may result in suspension of access to digital products and may be contested with the payment provider using applicable transaction and delivery records.

6. Bundles, Promotional Pricing, and Updates

For bundles or discounted purchases, any approved partial refund may reflect the value of the affected item within the bundle rather than its standalone price. Unless a product page states otherwise, a purchase includes only the files and updates specifically described at the time of purchase; future products, revisions, consulting, customization, or support are not included.

7. Policy Changes

We may update this Refund Policy from time to time. The policy in effect on the date of purchase will govern that purchase, except where applicable law requires otherwise.

8. Contact

Refund and order-support requests may be submitted through the Contact page at <https://www.moriamseriki.com/contact>.