



**ZA Digital Solutions**

# **Refund Policy**

Official Legal Document

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# ZA Digital Solutions

## Refund Policy

*Last Updated: 2026-03-19*



### 1. General Scope

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This Refund Policy applies at the ZA Digital Solutions level to offerings made available under ZA Digital Solutions and should be understood as the general refund position unless a more specific rule applies.

A product-specific, service-specific, checkout-specific, invoice-specific, proposal-specific, access-specific, or other transaction-specific rule may supplement this Policy or prevail over it, but only for the point it expressly and directly addresses.

This Policy should also be read together with the applicable Terms and Conditions, license terms, access terms, and any other relevant ZA Digital Solutions document or transaction-specific terms that apply to the relevant offering or transaction.

### 2. General Refund Window

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As a general rule, a customer may request a refund within 7 calendar days from the date access is activated, a license key is delivered, a file is delivered, or the relevant service or product first becomes available to the customer, whichever of those events occurs first in the relevant transaction context.

**Important:** Refund requests should generally be made within 7 calendar days from the earliest activation, delivery, access, or availability event relevant to the transaction.

Unless applicable law or more specific transaction terms require otherwise, the 7-day period is generally measured from the earliest operational event showing that the relevant product, file, access method, license, or service was made available to the customer in the transaction context.

During this ordinary refund window, ZA Digital Solutions does not generally require a detailed justification, subject to applicable law and any valid product-specific, service-specific, or access-specific exception.

### 3. How Refund Requests Should Be Submitted

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Refund requests should preferably be submitted by email so they can be reviewed and handled in a reliable written form. Using email helps preserve a clear written record of the request, the relevant transaction details, and any follow-up communication that may be needed during review.

- Contact Email: [zadigitalsolutions.office@gmail.com](mailto:zadigitalsolutions.office@gmail.com)
- GitHub: <https://github.com/ZADigitalSolutions>
- X: <https://x.com/ZADigitalSol>
- Reddit: <https://www.reddit.com/user/ZADigitalSolutions/>
- LinkedIn: <https://www.linkedin.com/in/ziyad-a-76b24419b/>

Not every public channel serves the same purpose or is suitable for every type of refund-related request. Unless expressly stated otherwise, email is the primary channel for formal written refund-related communication. Other public channels may be available for general contact, but they may not always be appropriate for identifying, documenting, or processing a refund-related matter in a consistent written format.

A refund request should include enough information for ZA Digital Solutions to identify the transaction and review the request in the proper context. The more clearly the transaction can be identified, the more efficiently the request can usually be reviewed and handled.

A refund request should therefore include, where relevant and available, information such as:

- the purchaser's name or transaction-identifying details;
- the contact email used for the purchase or communication;
- the relevant product, service, file, or access method;
- the approximate purchase date;
- the payment, order, invoice, or similar reference, where available;
- a brief explanation of the issue, where relevant.

ZA Digital Solutions may request additional information reasonably needed to identify the transaction, verify the request, or assess whether the request falls within this Policy or any applicable exception, including information needed to confirm the relevant purchase, payment, delivery, access, or transaction context.

## 4. Delivery, Access, and Evidence Relevant to Refund Review

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For refund review purposes, delivery, activation, or access may be evidenced by records such as:

- a sent email or customer-directed message;
- a delivery, release, access, or dispatch notice;
- a download link, hosted access link, or activation method;
- issued credentials, access details, or a license key;
- internal logs showing that access was made available;
- records showing that service had begun.

These types of records may be used, where relevant, to help determine whether the purchased product, service, file, access route, or activation method was made available in the ordinary course of the transaction. The relevant evidence may vary depending on the nature of the offering, and more than one type of record may be considered together where appropriate.

Unless applicable law requires otherwise, access is generally treated as made available when the relevant file, credentials, link, hosted environment, delivery message, or activation method has been sent, issued, enabled, or otherwise made available using the purchase or contact information provided by the customer.

Customer-side delay, filtering, inbox issues, non-response, technical limitations, misconfiguration, or third-party platform issues do not necessarily prevent a transaction from being treated as delivered, activated, or made available where the available records reasonably show otherwise.

Accordingly, where the available records reasonably indicate that the relevant file, message, access route, credentials, activation step, or related delivery action was made available through the transaction details provided by the customer, ZA Digital Solutions may review the refund request on that basis.

In such cases, the available records may be considered sufficient to assess whether the relevant product, file, service, or access method was made available in the transaction context, and may be relied upon for refund review purposes where they reasonably reflect the delivery, activation, or access history of the transaction. This may apply even where actual use was later affected by retrieval difficulty, technical limitations, or external platform issues.

## 5. Review of Refund Requests

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ZA Digital Solutions reviews refund requests in light of the relevant transaction context, applicable law, the timing of the request, the type of offering involved, the delivery or access records available, and any more specific rule that applies.

The review may also take into account information reasonably relevant to identifying the transaction and understanding the request in its proper context.

Where reasonably possible, refund requests are reviewed within a reasonable period appropriate to the nature of the request and the information available. Review timing may vary depending on the clarity of the request and whether additional information is needed.

ZA Digital Solutions may:

- approve the refund;
- decline the refund;
- request further information;
- provide another remedy instead of a refund where appropriate;
- pause review where the request is materially unclear or information is still missing.

## 6. Effect of an Approved Refund

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If a refund is approved, ZA Digital Solutions may take steps including:

- disabling or cancelling a license key;
- withdrawing, suspending, or terminating access;
- ending any associated right of use;
- ending any license linked to the refunded purchase;
- requiring continued use, retention, redistribution, sharing, or reliance to cease.

These steps may be taken where appropriate to reflect the effect of the approved refund and to end any continued use or access associated with the refunded transaction.

Once a refund is approved and processed, the customer must stop using the relevant product, service, file, material, access method, or licensed content unless expressly allowed otherwise in writing. This includes any continued use, access, reliance, or benefit associated with the refunded transaction unless such continued use is expressly permitted.

## 7. Digital Products, Downloads, Access, and Activation

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Digital products, downloadable materials, issued files, hosted access, license keys, and activation-based offerings may raise special refund considerations because they can often be accessed, retained, copied, activated, or used shortly after delivery or availability.

For that reason, the fact that a file has been delivered, access has been enabled, a key has been issued, or activation has occurred may be considered during refund review, especially where a specific product-level, service-level, checkout-level, invoice-level, proposal-level, or access-level rule states additional consequences or limitations relevant to that offering.

Even where a refund remains available under this Policy or applicable law, ZA Digital Solutions may treat withdrawal of access, license termination, access deactivation, and cessation of use as conditions associated with the refund and its implementation in the relevant transaction context.

## 8. After the 7-Day Period

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After the 7-day refund window has passed, the transaction is generally treated as complete for ordinary refund purposes. This means that, in the usual course, the standard refund position under this Policy is considered to have ended once that period has expired, unless applicable law or a more specific rule requires otherwise.

After that point, refund requests may be considered only in exceptional circumstances. Whether a circumstance is exceptional may depend on the nature of the issue, the type of offering involved, the transaction history available, the time elapsed, and whether there remains a meaningful basis for review under the applicable circumstances.

ZA Digital Solutions may review such cases individually, but no refund is guaranteed after the ordinary refund window has expired. Any such review may take into account the available records, the nature of the request, the surrounding transaction context, and any applicable product-specific, service-specific, checkout-specific, invoice-specific, or other transaction-specific rule.

This does not prevent ZA Digital Solutions from providing another remedy where appropriate under the circumstances. Where suitable, and where operationally possible, a remedy other than a refund may be considered if it reasonably addresses the issue raised in the request.

## 9. ZA Digital Solutions-Side Failure or Material Access Problem

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If an issue on the ZA Digital Solutions side materially prevents proper delivery, activation, access, or intended use of what the customer paid for, ZA Digital Solutions may provide an appropriate remedy, including a remedy reasonably suited to the nature of the issue and the affected offering:

- restoring access;
- fixing the issue;
- replacing the affected file, product, access route, or service;
- providing the affected part again;
- refunding the amount paid, where applicable.

The availability of any remedy may depend on the nature of the offering, the issue, the available records, the information reasonably requested from the customer, the time elapsed since purchase, and whether a meaningful remedy remains operationally possible in the circumstances.

In appropriate cases, ZA Digital Solutions may provide a remedy other than a refund where that remedy reasonably addresses the issue and is suited to the relevant transaction context.

This section does not create an unlimited guarantee, permanent support obligation, or open-ended refund commitment.

## 10. Customer Delay, Missing Information, or Service-Process Issues

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Where a refund-related issue concerns a service, custom work, manual delivery, or a workflow that depends on customer materials, clarifications, approvals, or responses, customer-side delay, non-response, missing information, conflicting instructions, or late changes may affect review of the request and the available outcome in the relevant context.

Where performance has already begun, work has already been carried out, or a service process has already materially progressed, ZA Digital Solutions may take that progress into account when deciding whether refund, partial refund, replacement, credit, correction, re-performance, or no refund is the appropriate outcome in the circumstances.

Any such assessment remains subject to applicable law and any more specific transaction terms that directly apply to the relevant service, workflow, or transaction context.

## 11. Refund Method

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Refunds will generally be issued to the original payment method used for the purchase where possible and in the manner reasonably available in the relevant payment context.

The time required for funds to reappear depends on the relevant payment provider, bank, financial institution, card issuer, or payment route, and may vary according to the systems or processing practices involved.

Customers are responsible for maintaining accurate and usable payment details where relevant, to the extent needed for the proper return of funds or related payment handling.

If more than one payment method, payment record, transaction trail, or payment provider context is associated with the same customer or purchase, ZA Digital Solutions may use the most appropriate available return route where reasonably necessary in the circumstances.

## 12. Payment Abuse and Chargebacks

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ZA Digital Solutions may take protective steps in response to abusive, deceptive, or fraudulent payment conduct. This may include conduct that appears intended to misuse payment processes, disrupt ordinary transaction handling, obtain an unfair refund outcome, or continue receiving access or benefit after a refund-related action has already been taken.

Examples of conduct that may give rise to protective review or response include:

- duplicate refund attempts;
- fraudulent chargebacks;
- improper reversal attempts;
- payment-related abuse;
- repeated attempts to obtain continued use after refund;
- materially misleading payment complaints unrelated to the actual transaction.

Protective steps may include access restriction, refusal of further service, license termination, order refusal, transaction review, or limits on future dealings. The nature and scope of any protective step may depend on the transaction history, the type of conduct involved, the records available, and the need to protect ZA Digital Solutions from continued misuse, payment-related risk, or operational abuse.

## 13. Product-Specific or Service-Specific Exceptions

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Some products or services may have their own refund rules, conditions, exceptions, limitations, activation consequences, access-related refund terms, or service-process refund terms stated on a product page, sales page, checkout page, invoice, proposal, license page, listing, access page, or service-specific document.

These more specific terms may vary depending on the nature of the offering, the delivery or access method involved, the structure of the transaction, or the operational characteristics of the relevant product or service.

Where that occurs, the more specific rule for that product or service will supplement this Policy or prevail over it, but only for the point it directly and specifically addresses.

This means that a product-level, service-level, checkout-level, invoice-level, proposal-level, access-level, or other offering-specific term may control the relevant issue where it clearly applies to that issue in a more direct and specific way than this Policy.

No broader override will be implied beyond the subject matter covered by that more specific rule. Accordingly, any such product-specific or service-specific term should be understood as limited to the issue it expressly governs, while the remainder of this Policy continues to apply to the extent it remains relevant and is not directly displaced by that more specific rule.

## 14. Rights Preserved

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Nothing in this Policy overrides any legal rights that a customer may have under applicable consumer protection laws.

This includes, where relevant, any rights, remedies, protections, or mandatory rules that apply under the law governing the relevant transaction or customer context.

Nothing in this Policy excludes, waives, or limits any consumer rights, remedies, or protections that cannot legally be excluded under applicable law.

Accordingly, this Policy should be read and applied subject always to any non-excludable consumer rights, statutory protections, or mandatory legal remedies that remain in effect despite any general rule or limitation stated in this Policy.

Where applicable law grants stronger protection, that protection remains unaffected. Nothing in this Policy should be read to reduce it where law does not permit.

## 15. Contact

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Refund-related requests may be sent through the available public contact channels of ZA Digital Solutions.

- Contact Email: [zadigitalsolutions.office@gmail.com](mailto:zadigitalsolutions.office@gmail.com)
- GitHub: <https://github.com/ZADigitalSolutions>
- X: <https://x.com/ZADigitalSol>
- Reddit: <https://www.reddit.com/user/ZADigitalSolutions/>
- LinkedIn: <https://www.linkedin.com/in/ziyad-a-76b24419b/>

## 16. Language and Interpretation

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The English version of this Policy is the primary reference version.

Any translation provided now or later is for convenience, accessibility, or broader understanding only. If a material conflict, ambiguity, or inconsistency arises between a translation and the English version, the English version will prevail, unless applicable law requires otherwise.

Where a current version of this Policy is made available on an official ZA Digital Solutions website, page, or publication point, that published version should be treated as the latest reference version.