

## Refund Policy for Dreamax Design Community

Last Updated: 6/15/2023

Thank you for using Dreamax Design Community. This Refund Policy outlines our guidelines regarding refunds for our services. By using our website and educational system, you acknowledge and agree to the terms and conditions set forth in this policy.

### 1. Membership and Subscription Fees:

1.1 Free Services: Certain features of our website and educational system may be available to you free of charge. No refunds will be provided for any fees you paid for access to these free services.

1.2 Paid Services: We offer paid membership plans or subscription services that provide enhanced features and benefits. Refunds for these paid services are subject to the following conditions:

a. Monthly Subscriptions: If you have subscribed to a monthly membership or subscription plan, you may cancel at any time, but no refunds will be provided for any partial month(s) already billed.

b. Annual Subscriptions: If you have subscribed to an annual membership or subscription plan, you may cancel within 5 days of the initial purchase and receive a full refund. After the 5-day period, no refunds will be provided for the remaining months of the subscription term.

### 2. Requesting a Refund:

To request a refund, you must contact our customer support team by email at <mailto:info@dreamax.com> or through our designated support channels. Please provide the following information when requesting a refund:

- a. Your full name and contact information.
- b. The details of the service for which you are requesting a refund.
- c. The reason for your refund request.
- d. The screenshot of payment.

### 3. Refund Processing:

3.1 Eligibility: Refund requests are subject to review and approval by Dreamax Design Community. We reserve the right to refuse refunds if we suspect abuse of our refund policy or violation of our Terms of Use.

3.2 Payment Method: Refunds will be issued using the same payment method used for the original transaction. If that is not possible, we will work with you to find an alternative refund method.

3.3 Processing Time: Refunds will be processed within a reasonable timeframe. The exact time it takes for the refund to be reflected in your account may vary depending on your payment provider.

### 4. Changes to the Refund Policy:

We reserve the right to modify or update this Refund Policy at any time. If we make any material changes, we will notify you by posting a prominent notice on our website or by sending you an email. Your continued use of our services after the changes become effective constitutes your acceptance of the revised Refund Policy.

### 5. Contact Us:

If you have any questions, concerns, or inquiries regarding this Refund Policy or our refund process, please contact our customer support team at <mailto:info@dreamax.com> We will be happy to assist you.

Please note that this Refund Policy does not affect any statutory rights you may have as a consumer under applicable laws or regulations.