

# MedScoreMax Return & Refund Policy

At MedScoreMax, we aim to provide our customers with the highest-quality study materials and services. However, if you are not completely satisfied with your purchase, we are happy to assist you with a return or refund based on the following conditions:

## 1. Digital Products:

- All digital products, including study materials, e-books, and PDF files, are non-refundable once downloaded or accessed. Please ensure that you are certain about your purchase before downloading or accessing digital content.

## 2. Physical Products:

- For physical products, if you receive a damaged or incorrect item, you can request a return or exchange within 14 days from the date of delivery.
- To qualify for a refund or exchange, the product must be unused, in its original packaging, and in the same condition as when received.

## 3. Mentorship Services:

- If you are dissatisfied with your mentorship services, please contact us within 7 days of your first session to discuss the issue.
- A refund or exchange will only be provided if the request is made within this timeframe and after a review of the mentorship services provided.

## 4. How to Request a Return or Refund:

- If you wish to return an item or request a refund, please contact us at [info@medscoremax.com](mailto:info@medscoremax.com)

with your order details and reason for the return or refund request.

- Our support team will guide you through the process and provide further instructions.

#### 5. Processing Time:

- Refunds will be processed within 7-10 business days after approval. The refund will be issued to the original payment method used for the purchase.

#### 6. Contact Information:

- If you have any questions or need further assistance, feel free to contact us:

- Email: [info@medscoremax.com](mailto:info@medscoremax.com)

- Phone: +1234567890

#### 7. Final Decision:

- MedScoreMax reserves the right to approve or deny return and refund requests based on the eligibility criteria outlined above.

By purchasing from MedScoreMax, you agree to our return and refund policy.