

# Melius

## REFUND POLICY AND DELIVERY POLICY

*Effective August 20, 2018*

**Refund Policy.** Melius offers a seven (7) day satisfaction guarantee on all initial fees paid to the Company. All subsequent fees are nonrefundable. The digital nature of the service and the immediacy of the benefits make any possibility for a longer refund period commercially impractical.

**Notice of Right to Cancel.** You may request a refund on your IBO enrollment fee if it's done within seven (7) business days from the date of enrollment. If you cancel, any enrollment fees paid will be returned within TEN (10) BUSINESS DAYS following receipt by the seller of your cancellation notice. To cancel your business with the Company please visit <https://support.melius.co/en/support/home> to log a ticket to request refund.

**Delivery Policy** Upon receipt of your order, You will receive your username and password immediately and You will be able to use your subscription within 72 hours. Please note that the moment your subscription is active, that's the moment your subscription day begins. In case you are unable to access or your subscription is not active, you must contact us via our support portal 9 <https://support.melius.co/en/support/home> )within 5 days from the date of your order. If you do not contact us within 5 days from the date of your order, the item(s) you purchased will be considered received and delivered to you.