



Techtrioz Solutions

Web: www.techtrioz.com



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Refund Policy - mcqXpert

At **mcqXpert**, we aim to provide quality exam preparation materials and a smooth user experience. While all purchases are considered final, we understand that there may be situations where a refund may be necessary. The Refund Policy is subject to terms and conditions, just like any other online transaction. You accept our privacy and use policies as well as our refund policy when you purchase from mcqXpert. This policy outlines the conditions under which a refund may be requested and processed.

1. Eligibility for Refund

To request a refund, the following conditions must be met:

- The refund request must be submitted within **24 hours** of the original purchase.
- The purchased package or content **must not have been accessed, opened, or used** in any way.
- The request must include a valid reason and order details.

2. Non-Refundable Situations Refunds will **not** be issued if:

- More than 24 hours have passed since the payment.
- The user has already started, accessed, or attempted any part of the purchased content.
- There is a violation of **mcqXpert's Terms of Service** or **Code of Conduct**.
- The purchase was made during a limited-time offer or discount (unless otherwise stated).

3. Refund Timeline

If your refund request is approved:

- The refund will be processed within **7 to 10 working days**.
- Refunds will be issued to the **original payment method** used during the purchase.
- You will receive a confirmation email once the refund has been initiated.

4. How to Request a Refund

To request a refund, please contact our support team with the following information:



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- Your **name** and **registered email**
- **Transaction ID** or **payment receipt**
- A short explanation of your reason for the refund request
- A ticket will be generated, and you will be notified by email.
- The refund process will be initiated if the request passes the eligibility requirement for a refund.

5. Policy Updates

mcqXpert reserves the right to update or change this Refund Policy at any time. Any changes will be posted on this page, and your continued use of the platform implies acceptance of the revised terms.

6. Contact Information

Have questions or concerns? Reach out to us:

Email: support_mcqxpert@techtrioz.com