

Refund Policy

Thanks for purchasing our product(s) or subscribing to our services at <https://lionsmatrix.com> operated by LionsMatrix LLC.

We offer a full money-back guarantee for all purchases made on our website under the following conditions;

- a. If you can prove that you did not receive the product (physical product), or digital product was not available for download within the expected time frame.
- b. Received a defective product (physical or digital product). Our representative will have a conversation with you to understand the root cause if it turns out to be our fault no questions ask. You are eligible for a full reimbursement within 14 calendar days of your purchase. However, please take note that we are responsible for any defect or loss during transportation or internet malfunction or issues from customer's end.
- c. **Exceptional cases* may be investigated on a case by case basis – that may include but not limited to if you are not satisfied with the product that you have purchased from us, you may be eligible to get your money back no questions asked. **This is not a 100% guarantee.**

After the 14-day period you will no longer be eligible and won't be able to receive a refund. We encourage our customers to try the product (or service) in the first two weeks after their purchase to ensure it fits your needs.

If you have any additional questions or would like to request a refund, feel free to contact us at info@lionsmatrix.com

Again, we cannot be held responsible for Goods and products damaged or lost in return shipment. Therefore, We recommend an insured and trackable mail service. We are unable to issue a refund without actual receipt of the Goods or proof of received return delivery.