

Vital SaaS Refund Policy for Digital Products

Understanding Digital Products Due to the nature of digital products, which can be immediately accessed, we generally do not offer refunds unless there are exceptional circumstances.

Technical Issues and Defects

- If you experience a significant technical issue or defect with a digital product that prevents it from functioning as described, please contact our customer support team at support@vital-saas.com within 2 days of your purchase.
- Include your order number, a detailed description of the issue, and any troubleshooting steps you have taken.
- Our team will work to resolve the issue. If the product cannot be made functional, we will consider a refund on a case-by-case basis.

Product Not as Described

- If you believe the digital product you purchased was significantly misrepresented in its description, please contact us within 7 days of purchase.
- Please provide details on why you feel the product was misrepresented. We will evaluate your request and consider a refund if appropriate.

Important Notes:

- **Requests outside the timeframe:** While we want you to be satisfied, refund requests made outside the specified 30 day timeframe may not be considered.
- **Change of mind:** Refunds are generally not provided for cases where you simply change your mind or no longer need the digital product.
- **Prior use:** Refunds may not be granted if there's evidence the digital product has been significantly used or benefited from.

Our Commitment

We strive to provide high-quality digital products and accurately describe their features. If you encounter a genuine technical issue or feel a product was significantly misrepresented, please reach out to our customer support team. We will work with you to find a fair solution.

Questions

For any questions about our refund policy for digital products, please contact us at support@vital-saas.com