

## Refund Policy

10/11/2024

At Hekima Holdings, we are dedicated to delivering high-quality digital products and services. By purchasing any digital products or services from us, you acknowledge and agree to the following refund terms:

- **No Refunds Once Work Commences:** Refunds will not be issued once work has commenced on the client's file. Once payment is received and work begins, it is understood that the client acknowledges and agrees that refunds will not be provided. We are committed to delivering high-quality services and addressing any concerns or issues promptly during the course of the project.
- **All Sales Are Final:** All sales of digital products are final. Once a digital product has been purchased and delivered, no refunds will be issued under any circumstances, except as required by law. We make every effort to provide accurate and detailed descriptions of our digital products to help customers make informed purchasing decisions.
- **Technical Support:** We are committed to providing technical support to ensure that our digital products function as described. If you encounter any technical issues or difficulties accessing your purchased digital product, please contact our customer support team for assistance.

## Disputed Transaction Policy

- **No Disputed Transactions:** No disputed transactions will be honored once a purchase is made. Once payment is processed and services are rendered, clients agree that any disputes regarding transactions will not be accepted. We encourage clients to communicate any concerns directly with our team for prompt resolution.
- **Dispute Resolution:** By making a purchase, you acknowledge and agree that MAC Enterprise Consulting does not honor disputed charges. All sales are final, and refunds will not be issued. Any disputes regarding this charge will be contested in accordance with our no-refund policy.

## Service-Based Business Policy

As a service-based business, once payment is made, our services begin immediately. This policy is in place to ensure that we can effectively allocate our resources and provide the best possible service to our clients.

If you have any questions about a product or service before making a purchase, please contact our customer support team for assistance. By purchasing and downloading our digital products or engaging in our services, you agree to abide by this refund and dispute policy.