

# **HAPPYU REFUND POLICY**

## **Article 1. INTRODUCTION**

At HappyU, we believe in clarity and setting the right expectations from the start. Our products and services are created with great care and intention, supporting our broader mission of emotional wellness and mindful living. While we strive to deliver quality in every interaction and item, we understand that questions may arise regarding returns or refunds. This policy outlines our position on refund requests and explains the few limited circumstances under which an exception may be considered. Please take a moment to read through the following sections so you are fully informed before completing a purchase.

## **Article 2. NO REFUND POLICY**

All purchases made through HappyU are considered final. We do not offer refunds for any products, services, or digital content once an order has been placed and confirmed. This includes, but is not limited to, physical items, coaching sessions, wellness materials, journaling tools, or any downloadable content. By proceeding with a purchase, you acknowledge and agree to this no-refund policy. We encourage all customers to review product descriptions, service details, and checkout information carefully before completing a transaction. Our team is available to answer any pre-purchase questions you may have to ensure confidence in your decision.

## **Article 3. EXCEPTIONS TO THE NO REFUND POLICY**

While we maintain a strict no-refund policy as a general rule, we understand that certain situations may require review. A refund may be considered only in limited cases, such as a duplicate payment, a technical billing error, or if a product is found to be completely unavailable and cannot be delivered or replaced. Any such exception is granted at our sole discretion after a careful review of the facts and circumstances. To be eligible for consideration, the customer must contact us within 48 hours of the transaction and provide supporting documentation. Please note that dissatisfaction with a service or change of mind does not qualify for a refund under any circumstances.

## **Article 4. REPLACEMENT POLICY REFERENCE**

Although refunds are not offered, we do provide replacements for items that are received in a damaged or defective condition. If you receive a product that is visibly damaged or not in usable form due to handling during transit, please contact us within 48 hours of receiving your order. In such cases, the original item must be returned to us in its original packaging before a replacement can be processed. This replacement is offered at no extra cost, provided the issue is reported within the specified timeframe and verified by our team. No refunds will be issued in lieu of replacements.

## **Article 5. HOW TO REPORT AN ISSUE**

If you believe there is a problem with your order or have encountered a situation that may qualify for a replacement or refund exception, we encourage you to get in touch with us as soon as possible. You can contact our support team using the details provided on our website or through the contact form in your account dashboard. Please include your full name, order number, a clear description of the issue, and any relevant photos if the product is damaged. Reports must be submitted within 48 hours of receiving your order or completing your transaction. We aim to review and respond to each case with care, and while our policy remains firm, we are always willing to assist where possible.

## **Article 6. REFUNDS FOR DUPLICATE TRANSACTIONS**

In the rare event that a customer is charged more than once for the same order due to a technical issue or processing error, we will issue a full refund for the duplicate transaction after verifying the details. To request a refund for a duplicate charge, please contact our team within 48 hours of the transaction and provide proof of the duplicate payment, such as a bank statement or payment confirmation. Once the request is verified, the duplicate amount will be refunded using the same payment method used for the original transaction. This is the only type of refund we offer, and it applies strictly to unintentional repeat payments.

## **Article 7. REFUNDS NOT APPLICABLE TO**

Refunds are not available for any purchases made through the HappyU platform, including physical products, digital content, workshops, coaching sessions, consultations, or downloadable materials. This also includes personalized services or any custom items prepared or reserved specifically for the customer. Additionally, refunds are not applicable for delays caused by courier partners, customer availability, or input errors during checkout. We do not offer refunds for services that have already been rendered or for dissatisfaction with the nature or outcome of the experience. By completing a purchase, customers accept that all sales are final and non-refundable.

## **Article 8. CUSTOMER RESPONSIBILITY**

It is the customer's responsibility to review all product descriptions, service details, and pricing information before placing an order. We strongly advise that you ensure your personal information, delivery address, and payment details are accurate and complete at the time of checkout. HappyU is not liable for errors made by the customer, including incorrect product selection, duplicate orders, or input mistakes during purchase. By confirming your order, you acknowledge that you have read and understood our no-refund policy and accept full responsibility for the choices made at the point of sale. We encourage customers to reach out with any questions before placing an order, as all sales are considered final once processed.

#### **Article 9. PROCESSING TIMES FOR EXCEPTIONS**

In the event that an exception to our no-refund policy is granted, such as in the case of a verified duplicate payment, refunds will be processed within seven to ten business days from the date of approval. The exact time for the refunded amount to reflect in your account may vary depending on your bank or payment provider. Customers will receive confirmation once the refund has been initiated from our side. We appreciate your patience during this period and encourage you to monitor your account for any updates. Please note that no refund process will begin unless all required documentation is submitted and the claim has been reviewed and accepted by our team.

#### **Article 10. LEGAL DISCLAIMER**

By using our platform and placing an order, you agree that HappyU shall not be held liable for any dissatisfaction related to the use of our products or services, provided they have been delivered or rendered as described. Our offerings are designed to support emotional wellness and personal growth, but are not intended to replace medical, psychological, or therapeutic treatment. We do not guarantee any specific outcomes or results, and your experience may vary based on individual circumstances. All purchases are made at your discretion and risk. HappyU disclaims all responsibility for any loss, inconvenience, or perceived lack of value that may arise after a purchase is completed in accordance with our published terms.

#### **Article 11. GOVERNING LAW**

This refund policy shall be governed by and interpreted in accordance with the laws of the United Arab Emirates, specifically those applicable in the Emirate of Dubai. Any disputes arising from or related to this policy shall be subject to the exclusive jurisdiction of the courts located within the Emirate of Dubai. Where applicable, the courts within the Meydan Free Zone shall have authority to resolve matters to the extent permitted by local law. By using our platform and agreeing to this policy, you acknowledge and accept this jurisdiction for any legal concerns that may arise.

#### **Article 12. POLICY CHANGES**

HappyU reserves the right to update or modify this refund policy at any time without prior notice. Changes may be made to reflect updates in our operations, legal obligations, or customer service practices. Any revisions will be published on our website, and the updated version will include the date of the latest amendment. Customers are encouraged to review this policy from time to time to stay informed about our refund terms. Continued use of our website and services after any changes have been made will be taken as your acceptance of the revised policy.