

ZINRAI CUSTOMER REFUND POLICY

Except as otherwise required by applicable law in your place of residence, during the first ten (10) days from the date of your initial product or service purchase, you may cancel your Zinrai subscription without penalty and receive a 100% refund of all Membership fees paid.

Except as otherwise required by applicable law in your place of residence, after ten (10) days, you may cancel your Zinrai subscription at any time in accordance with the terms of the Zinrai Member Agreement, but you will not be eligible to receive a refund of fees paid.

Refund Process:

You can request a refund by emailing us at billing@zinrai.com or use the cancellation option in your back office to start the refund request process. If you make your refund request by email please provide your Member ID and contact details in your email.

Refunds will be issued to the payment method and account used for your original purchase. All refunds are processed and paid in US dollars. We do not accept responsibility for any international transaction fees or exchange rate fluctuations that may impact the refund amount received by a Member.

This Refund Policy does not apply to Brand Promoter enrollments, which are subject to the terms of the Brand Promoter Agreement and Policies and Procedures.

If you have any questions about this Refund Policy, please contact billing@zinrai.com.