

## **Refund Policy:**

At AdmitYogi, we are committed to ensuring your satisfaction. If you need assistance or have any questions, please use our refund request form: <https://admityogi.com/refund>. Alternatively, you can reach out to us at [contact@admityogi.com](mailto:contact@admityogi.com). When contacting us, please provide your AdmitYogi username, email, and payment account information for prompt assistance.

Refunds are issued to the original form of payment (PayPal or credit card). PayPal refunds are received immediately upon issuance. Credit card refunds may take up to 10 business days to be reflected as a credit on your credit card statement.

### **I - Requesting a Refund:**

To qualify for a refund, you must contact us within 15 calendar days of your purchase. We offer two refund options:

1. Unlock Compensation: We can issue additional unlock credits to your account.
2. Monetary Compensation: Refunds are processed to the original form of payment (PayPal or credit card).

Exceptions may be considered on a case-by-case basis, especially when specific circumstances warrant unique consideration.

### **II - Qualifying Reasons for a Refund:**

#### **Reason I: No Usage and No Longer Require Our Service**

##### **CONDITIONS:**

- The refund request is made within 15 calendar days of purchasing an AdmitYogi package.
- You have not used any unlocks from the purchased package.
- If you viewed profiles during the time period in question, that usage will be considered services already rendered and ineligible for a refund. We may be willing to grant partial refunds, contingent upon you having used under 30% of your profile unlocks.

#### **Reason II: Payment Error**

## **CONDITIONS:**

- AdmitYogi charged you in error, either due to our mistake or a third-party issue.
- No unlocks were used during the affected time period.
- If you viewed profiles during said period, it will be considered services already rendered and ineligible for a refund.

### **Reason III: Inaccessibility Due to AdmitYogi**

## **CONDITIONS:**

- Your inability to access your account or unlock profiles was not your fault.
- Inaccessibility occurred due to technical issues, significant site difficulties, or fraudulent use by a third party.
- Your refund request is made within the required timeframe (See Section I - Requesting a Refund).
- No logging into your account or unlocking profiles occurred between the time of being charged and the refund request. If you viewed profiles during the relevant period, it will be considered services already rendered and ineligible for a refund.

### **Reason IV: Unlocking a Fraudulent Profile**

## **CONDITIONS:**

- AdmitYogi verifies that the profile unlocked is in violation of site policy.
- If you unlock a fraudulent profile, the required timeframe for requesting a refund is voided.

### **III - Cases Ineligible for Refunds**

Refunds will NOT be granted for the following reasons:

- Requesting a refund for an "unused profile" when records indicate you logged into your account and unlocked profiles during the relevant time period.
- Temporary or permanent site access restriction by our administrators due to a suspected or actual violation of our Terms of Use.
- Access revocation due to creating fake accounts for referral credits, violating our Terms of Use.

Please be aware that we handle chargebacks and disputes in accordance with applicable laws and regulations. Our commitment is to provide a fair and transparent refund policy to ensure a positive experience for all users. Consult our Terms of Service for more information about chargebacks and disputes.

### **Refund Policy:**

If you need any help or have a question, we are here to help! Please send us an email at [contact@admityogi.com](mailto:contact@admityogi.com). Have your AdmitYogi username, email, and payment account information ready when you contact us.

Refunds are issued to the original form of payment (PayPal or credit card). PayPal refunds are received immediately upon issuance. Credit card refunds may take up to 10 business days to be reflected as a credit on your credit card statement.

### **I - Timeline for Requesting a Refund:**

To qualify for a refund, you must contact us within 10 calendar days of your date of purchase. There are exceptions, granted on a case-by-case basis, if you meet any of the conditions outlined in the sections below or if it is clearly articulated why questions pertaining to time frame are irrelevant in a particular discussion.

Please note that to qualify for a refund, you must meet ALL of the conditions listed under a qualifying reason. To help expedite refund requests, please indicate the Section Number and Reason that applies to your refund request when you contact us.

### **II - Conditions for a Refund:**

**Reason I: You haven't used any unlocks and no longer require our service.**

#### **CONDITIONS:**

- It has been fewer than 10 calendar days since your purchase of an AdmitYogi package.
- You haven't used any unlocks from said package. If you viewed profiles during the time period in question, then your usage of the site will be considered services already rendered and you will not be eligible for a refund.

**Reason II: Your purchase was the result of a payment error.**

**CONDITIONS:**

- It is determined that AdmitYogi charged you in error due to a mistake on our part or due to a third party.
- You haven't used any unlocks during the period of time in question. If you viewed profiles during said time frame, then your usage of the site will be considered services already rendered and you will not be eligible for a refund.

**Reason III: You were unable to access your account or unlock profiles.**

**CONDITIONS:**

- Inaccessibility was due to no fault of your own. Your access was blocked due to:
  - Technical issues – if you experienced technical issues on the scale of site outage or significant & notable difficulty with unlocking profiles that can be attributed to AdmitYogi.
  - Fraud – if it is determined that your account was taken over by a third party and used fraudulently.
  - Please note that user error on your part (including not knowing how to use the site and violating our terms of use) does not qualify as a technical issue.
- You are requesting a refund within the requisite timeframe. (See Section I - Timeline for Requesting a Refund).
- You did not log into your account or unlock profiles between the time you were charged and your refund request. If you logged into your account and viewed profiles during the time period in question, then your usage of the site will be considered services already rendered and you will not be eligible for a refund.

**Reason IV: You unlock a fraudulent profile.**

**CONDITIONS:**

- AdmitYogi does its own review of the account and concurs that it is in violation of site policy. Please help us with this by directly pointing to what you believe violates our Terms of Service.

- If you unlock a fraudulent profile, the conditions on the required timeframe for requesting a refund (see: Section I - Timeline for Requesting a Refund) are voided.

### **III - Cases Ineligible for Refunds**

Refunds will NOT be granted for any of the following reasons:

- You request a refund for an “unused profile,” but our records indicate that you’ve logged into your account and unlocked new profiles at any point during the time period you are requesting a refund for.
- Your access to the site was temporarily or permanently blocked by our administrators because of a suspected violation or outright violation of our Terms of Use.
- Your subscription or access was revoked as a result of AdmitYogi administrators finding that you created fake accounts for referral credits in violation of our Terms of Use.