



Zuka Al Sahara Portal
Digital World

Cancellation Policy

Cancellation Policy

Zuka Al Sahara Portal CO. L.L.C. ("we," "us," or "our") strives to provide the best service possible. We understand that sometimes plans change, and you may need to cancel a transaction. Please review our cancellation policy carefully.

1. Digital Products and Services

- **No Cancellations:** Due to the instant delivery nature of our digital products and services, all sales are final. Once a digital product has been purchased and downloaded, or a service has been initiated, the transaction cannot be canceled.

2. Physical Products

- **Cancellation Before Shipment:**
 - **Eligibility:** If your order has not yet been shipped, you may cancel the transaction.
 - **Process:** To cancel your order, please contact our customer support team as soon as possible at info@zasportal.com or +971 50 7561063. Provide your order number and request the cancellation.
 - **Confirmation:** Once your cancellation request is processed, you will receive a confirmation email. A full refund will be issued to the original payment method within 7 business days.
- **Cancellation After Shipment:**
 - **Ineligibility:** If your order has already been shipped, cancellation is not possible. However, you may return the item in accordance with our Refund and Return Policy.

3. Services

- **Cancellation Before Service Initiation:**
 - **Eligibility:** If the service has not yet commenced, you may cancel the transaction.
 - **Process:** To cancel your service order, please contact our customer support team at info@zasportal.com or +971 50 7561063. Provide your order number and request the cancellation.
 - **Confirmation:** Once your cancellation request is processed, you will receive a confirmation email. A full refund will be issued to the original payment method within 7 business days.
- **Cancellation After Service Initiation:**
 - **Ineligibility:** If the service has already commenced, cancellation is not possible. You may refer to our service agreement for further details on termination of ongoing services.

4. General Terms

- **Changes to Policy:** We reserve the right to update or modify this cancellation policy at any time without prior notice. Any changes to this policy will be effective immediately upon posting on our website. Your continued use of our website or services after the posting of revised policies constitutes your acceptance of such changes.

5. Contact Us

- **Customer Support:** If you have any questions or concerns about our cancellation policy, please contact us at:
 - Email: info@zasportal.com
 - Phone: +971 50 7561063

By purchasing and downloading our digital products, purchasing our physical products, or ordering our services, you agree to abide by the terms of this cancellation policy. If you do not agree with these terms, please do not proceed with your purchase or order.

Warm Regards,
ZasTeam
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www.zasportal.com | info@zasportal.com

