



**Zuka Al Sahara Portal**  
Digital World

## Refund and Return Policy

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Zuka Al Sahara Portal CO. L.L.C. ("we," "us," or "our") provides both digital and physical products and services. Please review our refund and return policy carefully.

### 1. Digital Products: No Refunds

- **Non-Refundable Purchases:** Due to the nature of our digital products being downloadable, we do not offer refunds, exchanges, or returns for any reason, including but not limited to dissatisfaction with the product, change of mind, or technical issues.
- **Product Descriptions:** We make every effort to accurately describe our digital products and services on our website. However, we do not guarantee that our products will meet your specific needs or expectations.
- **Technical Support:** If you experience any technical issues with our digital products, please contact our customer support team for assistance. We will make reasonable efforts to troubleshoot and resolve any issues you encounter.
- **License Agreement:** Your purchase of our digital products grants you a non-exclusive, non-transferable license to use the products for your personal or business use, subject to the terms of our license agreement. You may not redistribute, resell, or sublicense our products without our prior written consent.

### 2. Physical Products: Refunds and Returns

- **Refund Eligibility:** We offer a 7-day refund policy for physical products. If you are not satisfied with your physical purchase, you may request a refund within 7 days of receiving the product.
- **Conditions for Refund:** Refunds will be provided under the following conditions:
  - The item is returned in its original condition and packaging.
  - The item does not meet the quality as described on our website.
  - The item is defective or damaged upon arrival.
- **Return Process:**
  - **Contact Us:** To initiate a return, please contact our customer support team within 7 days of receiving the product at info@zasportal.com or +971 50 7561063.
  - **Provide Details:** Provide your order number, the reason for the return, and any relevant photos of the product.
  - **Return Shipping:** You will be responsible for the return shipping costs unless the item is defective or not as described.
  - **Inspection and Refund:** Once we receive and inspect the returned item, we will process your refund within 7 business days. The refund will be issued to the original payment method.

### 3. Changes to Policy

- **Policy Updates:** We reserve the right to update or modify this refund and return 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.

#### 4. Contact Us

- **Customer Support:** If you have any questions or concerns about our refund and return policy, please contact us at:
  - Email: [info@zasportal.com](mailto:info@zasportal.com)
  - Phone: +971 50 7561063

By purchasing and downloading our digital products or purchasing our physical products, you agree to abide by the terms of this refund and return policy. If you do not agree with these terms, please do not purchase, or download our digital products or purchase our physical products.

Warm Regards,

ZasTeam

+971 50 7561063

[www.zasportal.com](http://www.zasportal.com) | [info@zasportal.com](mailto:info@zasportal.com)

