

## Refunds

At Market Matrix, we are committed to customer satisfaction and offer a 10-day refund policy on all products purchased through our website. If you are not fully satisfied with your purchase, you may request a refund within 10 days of the purchase date. Please review our refund guidelines below to understand the process and conditions for obtaining a refund.

### Eligibility for Refunds

To qualify for a refund, please ensure the following conditions are met:

- The refund request is submitted within 10 days from the original purchase date.
- The products for which you are requesting a refund are in unused condition. Digital courses and products must not have been utilized.

### How to Request a Refund

If you would like to request a refund, please email us at [info@marketmatrix.trade](mailto:info@marketmatrix.trade) with your order details, including:

- Your full name
- Order number
- Purchase date
- Reason for the refund request (optional)

A member of our team will review your request and assist you with the refund process. We aim to respond to all refund inquiries within 2 business days.

Please note that purchases of DAXA Dashboard are strictly non-refundable. Due to the nature of the product once login credentials, access keys, or account activation have been issued, the product is considered delivered and non-reversible.

### Refund Processing

Once your refund is approved, we will process it using the original method of payment within 7–10 business days. Please note that it may take additional time for your bank or credit card company to process and post the refund.

### Contact Us

If you have any questions or need assistance with a refund, please contact our customer support team at [info@marketmatrix.trade](mailto:info@marketmatrix.trade). We are here to help and ensure a smooth refund process.

### Changes to the Refund Policy

Market Matrix reserves the right to update or modify this refund policy at any time. Any changes to this policy will be effective immediately upon posting to our website.