



MiFame — Return & Refund Policy

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This Return & Refund Policy ("Policy") outlines the terms under which refunds, cancellations, and service credits are handled by MiFame ("MiFame," "we," "us," or "our"), operated by Michael Mgaga and Saif Ghariani, doing business as MiFame.

By subscribing to any MiFame service plan, you ("Client," "you," or "your") acknowledge and agree to the terms of this Policy.

1. Nature of Services

MiFame provides digital content production services, including short-form video content (Reels), food photography, and promotional graphics for restaurants. All deliverables are digital assets created specifically for each Client based on their unique brand, menu, and preferences.

Because our services involve custom-produced digital content, standard physical product return policies do not apply.

2. Free Samples — Try Before You Subscribe

MiFame offers free sample content to prospective Clients before they commit to a paid subscription. This includes a complimentary sample video and/or image created using the prospective Client's actual restaurant photos and branding.

The purpose of the free sample is to allow you to evaluate the quality, style, and value of our work before making any financial commitment. By subscribing after reviewing a free sample, you acknowledge that you have had a fair opportunity to assess our services.

3. Refund Policy

3.1. General Rule — No Refunds

All sales are final. MiFame operates a **strict no-refund policy** on all subscription payments once content production has commenced or content has been delivered for the current billing cycle.

This policy exists because:

- Free samples are available to all prospective Clients before subscribing.
- Content is custom-produced for each Client and cannot be resold or repurposed for other businesses.
- Significant time, labor, and resources are invested in producing each Client's monthly content.

3.2. Exceptions — Case-by-Case Review

Refunds may be considered **only** in cases involving a serious, documented failure on MiFame's part. Examples include:

- **Complete non-delivery:** MiFame fails to deliver any content for an entire billing cycle with no communication or resolution.
- **Gross deviation from agreed deliverables:** Delivered content is materially and demonstrably different from what was agreed upon during onboarding, and MiFame fails to correct the issue after being notified.
- **Billing error:** A duplicate charge, incorrect amount, or unauthorized charge caused by a system error.

Refund exceptions are evaluated on a case-by-case basis at MiFame's sole discretion.

3.3. How to Request a Refund

If you believe you qualify for a refund exception, you must:

1. Submit a written request to legal@mifame.com within ten (10) calendar days of the issue.
2. Include your full name, restaurant name, subscription tier, a detailed description of the issue, and any supporting evidence (screenshots, communication records, etc.).
3. Allow up to fifteen (15) business days for MiFame to review and respond to your request.

MiFame reserves the right to approve or deny any refund request. If approved, refunds will be processed through the original payment method via the Whop platform.

4. Cancellation Policy

4.1. Client-Initiated Cancellation

Clients may cancel their subscription at any time through the Whop platform or the relevant billing system. There is no minimum commitment period.

4.2. When Cancellation Takes Effect

- Cancellation takes effect at the **end of the current billing cycle**. You will continue to receive any content already in production or scheduled for delivery during the remaining period.
- No partial or pro-rated refunds will be issued for unused days within a billing cycle.

4.3. Content After Cancellation

- All content previously delivered and paid for remains the Client's property.
- Content in production at the time of cancellation will still be delivered if the current billing cycle has been paid.
- No new content will be produced after the current billing cycle ends.

4.4. Resubscription

Clients who cancel are welcome to resubscribe at any time. Resubscription starts a new billing cycle and may require an updated onboarding form if significant time has passed or the restaurant's branding has changed.

5. Service Credits

In rare cases where a refund is not appropriate but MiFame acknowledges a service issue, we may offer a service credit at our discretion. Service credits may include:

- Additional content pieces added to the next delivery cycle.
- A complimentary revision round (for tiers that do not normally include revisions).
- A discounted rate on the next billing cycle.

Service credits have no cash value and cannot be transferred or exchanged for monetary refunds.

6. Chargebacks & Disputes

If a Client initiates a chargeback or payment dispute through their bank or the Whop platform without first contacting MiFame, we reserve the right to:

- Immediately suspend or terminate the Client's subscription.
- Revoke access to all pending and future content deliveries.
- Pursue recovery of the disputed amount through applicable legal channels.

We strongly encourage Clients to contact us at legal@mifame.com or support@mifame.com to resolve any billing concerns before initiating a chargeback.

7. MiFame-Initiated Termination

If MiFame terminates a Client's subscription without cause (i.e., not due to a violation of our Terms of Service), the Client will receive:

- Any content already produced for the current billing cycle.

- A pro-rated refund for any undelivered portion of the current billing cycle, at MiFame's discretion.

If termination is due to a Client's violation of our Terms of Service, no refund will be issued.

8. Modifications to This Policy

MiFame reserves the right to update this Policy at any time. Changes will be communicated via email or the Whop platform. Continued use of our services after notification constitutes acceptance of the updated Policy.

9. Governing Law

This Policy is governed by the laws of the State of New Mexico, United States, consistent with the governing law provisions in our Terms of Service.

10. Contact Information

For refund requests, billing questions, or cancellation assistance:

MiFame

Email: legal@mifame.com

Support: support@mifame.com

Website: mifame.com

By subscribing to MiFame, you acknowledge that you have read, understood, and agree to this Return & Refund Policy.