

Refund Policy

Updated on January 28th, 2026

Definitions and Key Terms

To help explain things as clearly as possible in this Refund Policy, every time any of these terms are referenced, they are strictly defined as:

- **Company:** When this policy mentions “Company,” “we,” “us,” or “our,” it refers to Kaizen, which is responsible for your information under this Refund Policy.
 - **Customer:** Refers to the company, organization, or person that signs up to use the Kaizen Service to manage the relationships with your consumers or service users.
 - **Device:** Any internet-connected device such as a phone, tablet, computer, or any other device that can be used to visit Kaizen and use the services.
 - **Service:** Refers to the service provided by Kaizen as described in the relative terms (if available) and on this platform.
 - **Website:** Kaizen’s site, which can be accessed via this URL: <https://kaizen.gg/>
 - **You:** A person or entity that is registered with Kaizen to use the Services.
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Our Commitment to You

At Kaizen, we are committed to delivering the educational content and community experience we describe. We understand that choosing to invest in your education is a significant decision, and we want you to feel confident in that choice.

General Refund Policy

All membership sales are final. By purchasing, you acknowledge that Kaizen provides immediate access to digital resources, educational content, and community services, which cannot be returned once accessed.

One-Time 7-Day Money-Back Guarantee for First-Time Members

We want to ensure our service matches what we've promised. If you are a **first-time member**, you may request a **one-time refund within 7 days** of your initial purchase **if the service did not match what was advertised or described**.

Eligibility Requirements

To be eligible for a refund under this guarantee:

1. You must be a first-time member (this applies only to your first purchase)
2. You must request the refund within 7 days of your sign-up date
3. You must provide a specific explanation of what aspect of our service did not match our description or advertising

Important: This guarantee cannot be used again for renewals, re-joins, or subsequent purchases.

When Refunds Are Available

We understand that sometimes issues arise that are outside your control. Refunds may be granted in the following situations:

- **Duplicate billing or accidental double charges:** If you were charged more than once for the same purchase
 - **Unauthorized transactions:** If a charge was made without your authorization
 - **Technical failures that prevented access:** If technical issues on our end prevented you from accessing the services you purchased
 - **Service not as described:** If specific features or content we advertised were not available or did not match what we described, you can receive a refund within 7 days of your **initial purchase date**.
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When Refunds Are Not Available

We want to set clear expectations about situations where refunds cannot be provided. While we understand these circumstances can be disappointing, they fall outside the scope of our refund policy:

- **Trading losses or investment results:** Kaizen provides education, not financial advice or guaranteed returns. We cannot issue refunds based on trading performance or financial outcomes.
 - **Change of mind or content preferences:** Personal dissatisfaction with teaching style, content format, or subjective preferences after accessing materials.
 - **Violations of community rules:** If your account was terminated due to violations of Kaizen's community guidelines or terms of service.
 - **Expectation of guaranteed profits:** We are an educational platform. Refunds cannot be issued based on expectations of specific financial results.
 - **Renewals after the initial period:** The 7-day guarantee applies only to your first purchase, not to subscription renewals.
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How to Request a Refund

If you believe you qualify for a refund based on the criteria above:

1. **Contact our support team** at kaizen@jungmedia.io within the eligible time period
 2. **Include the following information:**
 - Your account email address
 - Date of purchase
 - Specific details about what aspect of the service did not match our description
 3. **Review process:** Our team will review your request and respond within a reasonable timeframe
 4. **Refund processing:** If approved, refunds will be processed back to your original payment method within 5 business days
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Subscription Renewals

- Memberships automatically renew at the end of each billing cycle unless canceled before the renewal date
 - You may cancel your subscription at any time to prevent future charges
 - If paying with cryptocurrency, auto-renewals may not apply, and you are responsible for manual renewal
 - Canceling your subscription stops future billing but does not entitle you to a refund for the current billing period
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Late or Missing Refunds

If you haven't received an approved refund within the specified timeframe:

1. First, check your bank account or credit card statement again
 2. Contact your credit card company or bank, as processing times may vary
 3. If you've completed these steps and still haven't received your refund, please contact our support team at kaizen@jungmedia.io
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Your Consent

By using our website, registering an account, or making a purchase, you hereby consent to this Refund Policy and agree to its terms.

Changes to This Refund Policy

We may update, amend, or make changes to this policy from time to time to accurately reflect our services and policies. Should we make changes (unless otherwise required by law), those changes will be prominently posted here.

If you continue to use the Service after changes are posted, you will be bound by the updated Refund Policy. If you do not want to agree to any updated Refund Policy, you may delete your account.

Questions or Concerns

We're here to help. If you have any questions about this Refund Policy or concerns about your purchase, please don't hesitate to contact us at kaizen@jungmedia.io. We're committed to addressing your concerns and ensuring you have a positive experience with Kaizen.

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