

Refund Policy

Last updated: 11/27/24

At **DMI**, we are committed to providing high-quality digital assets, software tools, and plug-ins ("Digital Goods") to our customers. Before making a purchase, please carefully read our Refund Policy outlined below.

1. All Sales Are Final

Due to the nature of digital products, **all sales of Digital Goods are final**. Once a purchase is completed and the Digital Good has been accessed or downloaded, we are unable to offer refunds, exchanges, or cancellations. By completing your purchase, you acknowledge and agree to these terms.

2. Exceptions

- **Technical Issues:** If you experience a technical problem with your Digital Good that prevents it from functioning as described, please contact our support team within 7 days of purchase. We will make every reasonable effort to resolve the issue, which may include providing a replacement or an updated version of the product.
- **Unauthorized Transactions:** If you believe your account was used for an unauthorized or fraudulent transaction, notify us immediately at **Support@dm.edu** so we can investigate the matter.

3. Support and Assistance

Our customer support team is available to assist you with any questions or issues related to your purchase. Please reach out to us at:

- **Email:** Support@dm.edu
- **9+Business Hours:** Monday – Friday, 9:00 AM to 5:00 PM CT

4. Changes to This Policy

We reserve the right to modify or update this Refund Policy at any time without prior notice. Any changes will be effective immediately upon posting on this page. It is your responsibility to review this policy periodically for updates.

5. Legal Rights

This Refund Policy does not affect any statutory rights that may be available to you under applicable consumer protection laws in your jurisdiction.

6. Contact Information

If you have any questions or concerns about this Refund Policy, please contact us at:

- **Mailing Address:**
DMI
2031 Kings Highway
Shreveport, LA 71103
United States