



# RETURN & REFUND POLICY

Updated at July 1st, 2024

## Definitions and Key Terms

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

**Company:** when this policy mentions “Company,” “we,” “us,” or “our,” it refers to Ellison’s Solutions Limited, the developers of **Tizibane** that is responsible for your information under this Return & Refund Policy.

**Customer:** refers to the company, organization or person that signs up to use the **Tizibane** 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 **Tizibane** and use the services.

**Service:** refers to the service provided by **Tizibane** as described in the relative terms (if available) and on this platform.

**App/Application:** **Tizibane** app, refers to the SOFTWARE PRODUCT identified above.

You: a person or entity that is registered with **Tizibane** to use the Services.

## Return & Refund Policy

Thanks for using **Tizibane**. We appreciate the fact that you have signed up to the **Tizibane** platform because of the value you believe it can add to your affairs. Our hope is that you have a rewarding experience while using our service(s) and feel that your money has been well spent.

As with any shopping experience, there are terms and conditions that apply to any payments that you make on our platform.

The main thing to remember is that by using **Tizibane**, you agree to the terms set forth below along with our Privacy Policy.



Unfortunately, due to the nature of the service we offer, we are unable to refund subscriptions or any third party payments made through our platform.

## Your Consent

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

## Changes to Our Return & Refund Policy

In order to provide a fulfilling experience, we may occasionally update, amend or make changes to this document so that they accurately reflect our service. Unless otherwise required by law, we shall notify you of the changes at your provided email address.

If you continue to use the Service, you will be bound by the updated Return & Refund Policy. If you do not want to agree to this or any updated Return & Refund Policy, you can delete your account.

## Contact Us

If, for any reason, you are not completely satisfied with any good or service that we provide, don't hesitate to contact us and we will discuss any of the issues you are going through with our platform.

**Via Email: [tarcisio.chanda@ellisons.co.zm](mailto:tarcisio.chanda@ellisons.co.zm)**

**Via Phone Number: 0977854858**

