



Refund & Cancellation Policy

Effective Date: 2 January 2026

Company: EasIdea Solutions

1. Overview

EasIdea Solutions provides digital products and services including but not limited to software, online platforms, subscriptions, downloadable materials, digital tools, and consulting services. By purchasing any digital product or service from EasIdea Solutions, you agree to the terms outlined in this policy

2. Nature of Digital Products

All products and services offered are digital in nature. Access may be granted immediately upon successful payment confirmation. Due to the intangible and instant-access nature of digital products, refund eligibility is limited as described below

3. Refund Eligibility

Refunds may be granted under the following conditions

- The refund request is submitted within 7 days of purchase.
- The product or service has not been substantially used, accessed, or downloaded
- The request is accompanied by valid proof of purchase.

Refunds will not be granted

- After 7 days from the purchase date

- For partially used subscriptions
- For services that have already been delivered or completed.

4. Duplicate or Unauthorized Transactions

If a customer believes they were charged in error or experienced a duplicate transaction, they must notify EasIdea Solutions within 48 hours of the transaction. We will investigate and resolve verified billing errors promptly

5. Subscription Cancellation

Customers may cancel recurring subscriptions at any time. Cancellation will prevent future billing but will not automatically result in a refund for the current billing cycle.

Access will remain active until the end of the paid subscription period

6. Processing of Approved Refunds

Approved refunds will be processed through the original payment method used at the time of purchase. Processing times may vary depending on the payment provider and may take 7-14 business days.

7. Policy Updates

EasIdea Solutions reserves the right to modify or update this Refund & Cancellation Policy at any time. Updates will be published on the company website and become effective immediately

8. Contact Information

For refund requests or billing inquiries, please contact

Email: support@easyidea.space

Phone: +260 956 450 199