



BusinessPromptExchange Refund Policy

Last updated: 27th Feb 2025

At BusinessPromptExchange, we strive to provide high-quality prompts and excellent customer service. We understand that there may be circumstances where you need to request a refund. This policy outlines the terms and conditions under which refunds will be considered.

Eligibility for Refunds:

- **Prompt Quality:** If you believe a prompt you purchased is fundamentally flawed or does not function as described, you may be eligible for a refund. You must provide clear evidence of the issue, such as screenshots or detailed explanations.
- **Duplicate Purchase:** If you accidentally purchase the same prompt twice, you may be eligible for a refund for the duplicate purchase.
- **Technical Issues:** If you experience technical difficulties with the Site that prevent you from accessing or using your purchased prompts, you may be eligible for a refund. You must provide evidence of the technical issues and attempts to resolve them with our support team.

Ineligible for Refunds:

- **Change of Mind:** We generally do not offer refunds if you simply change your mind about a prompt after purchasing it.

- User Error: We are not responsible for user errors or misuse of prompts, and refunds will not be provided in such cases.
- Prompts Used with "Magic Wand": Prompts modified or enhanced using the "Magic Wand" feature are not eligible for refunds, as the modifications are user-driven.
- Prompts Used in Conjunction with "AI Ninjas": Prompts used as part of a consultation with an "AI Ninja" are not eligible for refunds, as the consultation service is independent of the prompt purchase.

Refund Process:

- To request a refund, please contact our support team at info@businesspromptexchange.com within 5 days of your purchase.
- Please provide your order number and a detailed explanation of the reason for your refund request.
- Our support team will review your request and respond within 5 business days.
- If your refund request is approved, the refund will be processed to the original payment method used for the purchase.
- Please allow 14 business days for the refund to be credited to your account.

Exceptions:

- We reserve the right to make exceptions to this policy on a case-by-case basis.
- If we determine that a refund is warranted outside of the terms outlined above, we will process the refund accordingly.

Changes to this Policy:

- We may update this Refund Policy from time to time.

- Any changes will be posted on this page, and the "Last updated" date will be revised accordingly.

Contact Us:

- If you have any questions about this Refund Policy, please contact us at info@businesspromptexchange.com