

REFUND & CANCELLATION POLICY

Asset Collection: High Resolution iPhone Mockup

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Product Type: Digital Goods / Downloadable Assets

Effective Date: August 2026

Standard Policy: Final Sale (Non-Refundable)

1. Overview of Digital Products

Due to the digital nature of the High Resolution iPhone Mockup, all purchases are generally final. Once the digital asset files have been downloaded or accessed, they cannot be un-downloaded, returned, or revoked.

2. Exceptions & Technical Support

We want you to be completely satisfied with your purchase. A refund or exchange may be considered under the following exceptional circumstances:

- **Corrupted or Unusable Files:** If the download archive is demonstrably corrupted, unreadable, or missing core files.
- **Duplicate Purchases:** If you accidentally purchased the same asset twice, a full refund will be promptly issued for the duplicate transaction.

3. Non-Qualifying Scenarios

Refunds will NOT be granted under the following conditions:

- Change of mind or personal preference after downloading the asset.
- Inability to open or utilize the files due to lacking compatible software.
- Failure to review product specifications and feature descriptions prior to purchase.

4. How to Request Assistance

If you experience technical difficulties with your download or believe you qualify for a refund, please reach out to us within 14 days of your purchase date.