

REFUND & CANCELLATION POLICY

Asset Collection: End-to-End UX Case Study

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Product Type: Digital Educational Good / Blueprint

Effective Date: July 2026

Standard Policy: Final Sale (Non-Refundable)

1. Overview of Digital Information Goods

Due to the immediate digital accessibility and downloadable nature of the End-to-End UX Case Study, all sales are considered final once accessed or downloaded. Because intellectual property and structured documentation cannot be physically returned or revoked, refunds are not typically issued after purchase.

2. Exceptions & Support

We strive to ensure complete clarity and satisfaction with our educational materials. Exceptions to the final sale policy may be evaluated under specific circumstances:

- **Corrupted or Inaccessible Files:** If the provided download files are demonstrably corrupted, unreadable, or missing core content pages, and a working replacement cannot be provided within a reasonable timeframe.
- **Accidental Duplicate Transactions:** If you inadvertently purchased the exact same case study product twice within a brief transaction window, a full refund for the duplicate charge will be processed.

3. Non-Qualifying Scenarios

Refund requests will NOT be honored under the following conditions:

- Change of mind or personal preference after successfully downloading or viewing the case study contents.
- Misunderstanding of the product scope or failure to review the detailed preview descriptions prior to purchase.
- Career outcomes or interview results following the application of these educational frameworks.

4. How to Contact Us

If you encounter download errors, broken links, or believe your situation fits our exception criteria, please reach out to our team within 14 days of your purchase date for assistance.

Emmanuel Onazi Portfolio

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