

# YS Global Pro – Refund Policy

**Effective date:** 24 January 2026

**Support:** support@ys-globalpro.com

## 1. Overview

YS Global Pro provides access to digital education content, online services, and related subscriptions. Because digital services can be consumed immediately after purchase, refund eligibility depends on whether access has been used.

## 2. Refund eligibility

- Refund requests must be submitted within **7 calendar days** of purchase (unless a different period is stated on the checkout page or required by law).
- If you have **not** accessed the paid content/services (or have used only a minimal portion), you may be eligible for a full refund.
- If you have substantially accessed/consumed the service (for example: streamed a significant portion of content, downloaded materials, or used member-only features), the purchase may become non-refundable.
- Recurring subscriptions are refundable only for the **most recent charge** within the refund window; older charges are not refundable.

## 3. Non-refundable cases

- Refund requests made after the refund window has expired.
- Purchases where access has been significantly used or completed.
- Services or products marked as **final sale** at the time of purchase.
- Chargebacks or payment disputes already filed with the card issuer/processor (see Section 6).

## 4. How to request a refund

Email our support team and include:

- Your full name and the email used at checkout
- Order number / transaction ID
- The plan/product purchased
- Reason for the request (optional but helpful)

We may ask for additional information to verify the purchase and determine eligibility.

## 5. Processing time

If approved, refunds are typically processed within **5–10 business days**. Depending on your bank or payment provider, it may take additional time for the credit to appear on your statement.

## 6. Chargebacks and disputes

If you have an issue, please contact us first so we can help. Filing a chargeback may delay resolution and can result in suspension of account access while the dispute is investigated.

## 7. Policy changes

We may update this policy from time to time. The version published on our website is the most current and applies to new purchases from its effective date.

***Need help?*** Contact us at [support@ys-globalpro.com](mailto:support@ys-globalpro.com).

