

Refund Policy:

We at The Sustainability Mafia, a non-profit organization legally registered under section 8 as 'The Sustainability Engine Foundation', are committed to ensuring that our customers are satisfied with the services we provide. However, in the event that you are not satisfied with our services, we offer a refund policy under the following conditions:

Eligibility for refund: Refunds will be issued only if the service provided by The Sustainability Mafia has not been completed, or if there is a material defect in the service.

Time frame for requesting refund: Refunds must be requested within 7 days of the purchase date.

Refund process: To request a refund, please contact us at [contact email] with the details of your purchase and reason for requesting a refund. Our team will review your request and respond within 7 business days. If your refund request is approved, we will process your refund within 30 days.

Refund amount: The amount of the refund will be determined by The Sustainability Mafia on a case-by-case basis. We reserve the right to offer a partial refund or deny a refund request in cases where we determine that a refund is not warranted.

Payment method: Refunds will be issued to the original payment method used at the time of purchase.

By using our services, you agree to these refund terms. If you have any questions or concerns regarding our refund policy, please contact us at team@susmafia.org