



## 30 Day Money Back Guarantee & Refund Policy

Lumi takes its mission to transform young minds very seriously and we are committed to delivering for you and your child over the course of a Quest. We want to make sure you are 100% happy with your Quest subscription.

- If you have any queries, do not hesitate to email us **hello@lumi.network**
- If after you attempt to resolve issues with the Lumi team and feel the purchase does/do not fit your expectations, we want to make things right.

Our policy offers a full refund **within 30 days of your date of having paid for the Quest or its first installment**. We'd love to know why Lumi Network didn't meet your expectations and how we can improve, so please include details about the reason for your refund request if you reach out to us directly.

Lumi Network and our payment process submit the refund within 7 days of the request and make every attempt to process the refund as quickly as possible. Your financial institution can take up to 20 days for the refund to reflect in your bank account/card.

### Requesting a Refund

To request a refund:

1. Email [hello@lumi.network](mailto:hello@lumi.network)
2. Specify your full name and contact details so we can process your refund request.
3. Specify your reasons for cancellation and refund. Failure to provide a valid reason and evidence (if requested subsequently by Lumi) may result in a refusal to issue a refund.

Upon receipt of your cancellation and refund request, a member of Lumi will review your request and will make contact with you immediately but no later than 5 working days.