Automation XCEL LLC Refund Policy

Refunds, Cancellations & Exchanges

Effective Date: November 15, 2026

This Refund Policy applies to every purchase made from Automation XCEL LLC ("Automation XCEL," "we," "us," or "our"), including digital products, courses, programs, mentorships, coaching, trainings, workshops, and services. Please read it carefully before you buy. By completing a purchase, you agree to the terms below.

1. All Sales Are Final

Because our products and programs are delivered digitally and access is granted right away, **all sales are final** once access has been provided. This includes, but is not limited to:

- **Digital products:** ebooks, workbooks, planners, templates, prompt packs, guides, playbooks, and downloadable files
- **Courses and programs:** self-paced courses, recorded trainings, and on-demand content
- **Mentorships and coaching:** one-on-one or group mentorship, coaching sessions, and strategy calls
- **Trainings and workshops:** live or virtual workshops, webinars, masterclasses, bootcamps, and events

Due to the digital nature of these offers, and because mentorships, trainings, and workshops reserve our time, expertise, and seats for you, these purchases are **non-refundable**, whether or not you attend, complete, or use them.

Before purchasing, it is your responsibility to review the product or program description, what is included, and any dates or requirements, and to decide whether the offer is the right fit for you.

2. Exceptions

We will review a refund, credit, or exchange request in only these limited situations:

- **Duplicate purchase:** You were charged more than once for the same product or program. Please contact us within **7 days** of the duplicate charge.

- **Product or access not received:** You did not receive your download, login, or access details. Please check your spam or promotions folder first, then contact us if you still don't have access **48 hours** after purchase.

In a non-delivery case, our first step is to resend or restore your access. Each request is reviewed individually, and approval is not guaranteed.

The following are **not** grounds for a refund: changing your mind, not having time to use the product, not attending a live session, not completing a program, or not achieving a specific result.

3. Other Services: Discretionary Review

For services not listed in Section 1, such as Done-For-You content services, custom projects, consulting, and other service agreements, refund requests are reviewed **on a discretionary basis**.

- Each request is considered individually, based on the work completed, time invested, and the terms of your service agreement.
- Any outcome (a full refund, partial refund, credit toward future services, or no refund) is at the sole discretion of Automation XCEL LLC.
- Work already completed, time already spent, and fees for completed billing periods are non-refundable.
- Where a signed service agreement includes its own cancellation or minimum-term terms, those terms apply.

4. How to Request a Refund or Review

To submit a request, email **support@automationxcel.com** with:

- Your full name and the email address used at checkout
- Your order number or receipt
- The product, program, or service purchased and the purchase date
- The reason for your request, with any supporting details (for example, screenshots of a duplicate charge)

We aim to respond within **3–5 business days**. If a refund is approved, it will be issued to your original payment method. Processing times depend on your bank or payment provider.

5. Chargebacks and Payment Disputes

If you have a concern about a charge, please contact us first at **support@automationxcel.com** so we can work with you to resolve it. Filing a chargeback or payment dispute without contacting us may result in your access to products, programs, and communities being suspended while the dispute is reviewed.

6. License and Intellectual Property

When you purchase from Automation XCEL LLC, you receive a limited, non-exclusive, non-transferable license to use the materials for your own personal or internal business use. All content, including courses, templates, workbooks, prompts, recordings, and training materials, remains the property of Automation XCEL LLC or its licensors.

You may not copy, reproduce, share, distribute, resell, or repackage any materials, and you may not share your login or access with anyone else, without our written permission.

7. Technical Support

We work to make sure every product and program is delivered and working correctly. If you run into an access or technical issue, contact **support@automationxcel.com** and we will make reasonable efforts to help. Ongoing support, updates, or maintenance are not included unless a specific offer says so.

8. Disclaimer

Results vary based on each person's effort, experience, and circumstances. Automation XCEL LLC does not guarantee any specific income, business, or content results from using our products, programs, or services.

To the fullest extent permitted by law, Automation XCEL LLC is not liable for any indirect, incidental, or consequential damages arising from your purchase or use of our offers. Our total liability for any claim will not exceed the amount you paid for the specific product or service involved.

9. Changes to This Policy

Automation XCEL LLC may update this Refund Policy at any time. Changes take effect as soon as they are posted. Your purchase is governed by the version of this policy in effect on the date you bought, unless the law requires otherwise.

10. Agreement to This Policy

By making a purchase from Automation XCEL LLC, you confirm that you have read, understood, and agreed to this Refund Policy. It should be read together with our Terms & Conditions.

Contact Us

Questions about this policy? Reach us at:

Automation XCEL LLC Email: **support@automationxcel.com**