

Refund Policy

Mihwariy allows a 30-day refund on services signed up or purchased from the company. We will need necessary documents and information to process your refund. Kindly make sure to keep the receipt as it is needed for the refund process. See below for the refund process.

- As a General Rule, the following are valid for a refund:

A. Paid Programs and Services that were not successfully delivered due to:

1. *Cancellation from Mihwariy Management*
2. *Mihwariy System and Tools Downtime/Inaccessibility*
3. *Force Majeur*

B. Paid Programs and Services that are terminated by Mihwariy Management due to imminent danger or treat to both Company and the Client.

- All service or purchase orders are deemed valid and final.
- All refund requests are subject for evaluation. In the event that the refund claim is approved, a refund in Philippine Peso will be sent.
- All clients making a refund request must fill out a **Refund Request Form via online at** (<https://www.mihwariyph.com/refund>) (Monday to Friday, 10AM-4PM, except holidays).
- The **Official Receipt** (printed/scanned copy) must be submitted as proof of purchase.
- A full refund via reversal is applicable only for the following instances: Others not included on the list will be refunded in a pro-rated basis.
 - *Items included in “Section A.”*
 - *A wrong program or service paid*
 - *Double charging of transaction*
- Refund requests due to change of mind are not honored.

Refund Process

We will be requesting you to accomplish the necessary requirements and submit accordingly. Please take note that processing of refund will take up to **thirty (30) business days** upon completion and submission of the request.

To proceed, kindly follow the steps below:

1. Accomplish the Refund Request Form (Go To: <https://www.mihwariyph.com/refund>)

Upload all necessary documents
Complete all required information

2. Wait for the acknowledgement email with Reference No.
3. If you have not received acknowledgment email. Follow up by reaching out to our **Admin Department** through SMS/CALL at +63-995-004-4829 (Monday to Friday, 10AM-4PM, except holidays).