



# Refund Policy

**This current policy was updated on 26 March, 2022.**

This policy states how we deal with customers on sales refund. It also specifies the methods by which a customer eligible for a refund will be refunded.

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## Overview

This policy is for anyone (being you) who makes payments to us (Rivahlax Ltd) through any accepted and agreed means of payment. Such a person shall be eligible to request a refund. However, the ability to request a refund does not automatically grant it and it shall only be given if it is possible.

We may choose to issue authentic receipts electronically or manually which shall serve as your proof of payment and will be used to reference any such claims. All refund requests may be done via mail or any of our physical stores.

## Refund Status

**Tixa:** When you purchase or renew a license for any Tixa product from anywhere on the Rivahlax website, which at this time is (\*.rivahlax.com) and includes all and any of our subdomains, you shall not be eligible for a refund at this time.

**Services:** When you request for any of our services, you shall be eligible for a refund of 95% of your total fee paid, provided the transaction is not older than 3 days. If the transaction is older than 3 days, you shall no longer be eligible for a refund. However, we shall offer you a full refund for any service whereas, after agreeing to the project, we are no longer able to carry it out as per what was agreed upon in the requirements contract.

**Campus:** All course enrolment payments to the Rivahlax Campus may be refunded fully and wholly upon request within 14 days. After 14 days, even if you do not wish to attend the classes physically or virtually anymore, you shall no longer be eligible for a refund.

## Issuance

Rivahlax shall issue refunds via any viable and suitable cashless electronic means in the area of a bank transfer (which shall be available for only customers who live in the Federal Republic of Nigeria), a wire transfer or via associated financial services and shall not offer cash payments as refunds. However, on the discretion of the Treasurer in charge, we may choose to offer cheque payments. Customers shall not be liable to transfer costs and this shall be fully borne by us.

Rivahlax Ltd, P.O. Box 7114, Trans-Amadi, RI, Nigeria.