

**30-Day Satisfaction Guarantee:**

We offer a 30-day satisfaction guarantee on all IXI MEGA Sound card products purchased through britegalaxy.com. If you are not completely satisfied with your purchase for any reason, you may return the product within 30 days of the purchase date for a full refund, minus any shipping costs.

**Eligibility for Refund:**

To be eligible for a refund, the following conditions must be met:

The product must be returned in its original packaging, with all accessories included.

The product must be unused, undamaged, and in resalable condition.

A proof of purchase, such as the order number or receipt, must be provided.

**Non-Refundable Items:**

Please note that certain items are not eligible for refunds, including:

Downloadable software or digital content.

Products damaged due to misuse, neglect, or improper handling.

Products that are not in their original condition or are missing parts.

**Return Process:**

To initiate a return and request a refund, please contact our customer service team at [insert contact email or phone number]. Our team will provide you with further instructions on returning the product and processing your refund.

**Refund Processing:**

Once we receive the returned product and verify its eligibility for a refund, we will initiate the refund process. Refunds will be issued to the original method of payment within [insert number] business days. Please note that it may take additional time for the refund to reflect in your account, depending on your financial institution.

**Shipping Costs:**

Shipping costs associated with the original purchase are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund unless the return is due to a product defect or an error on our part.

**Contact Us:**

If you have any questions or concerns about our refund policy, please contact us at [insert contact email or phone number]. Our customer service team is here to assist you and ensure a seamless shopping experience.

**Changes to Refund Policy:**

We reserve the right to modify or update our refund policy at any time. Any changes will be effective immediately upon posting on our website. We encourage you to review this policy periodically for any updates.

Brite Galaxy Pte. Ltd. is the main distributor for IXI MEGA products in south east countries. Singapore Office Number: +65 69080232