Holdwell

Refund Policy

Last updated: 10 November 2026

Holdwell products are digital downloads delivered instantly. Because you receive full access straight away, **all sales are final and we do not offer refunds once access has been provided**, including for change of mind.

When we will help:

- **The file is faulty or won't open.** Email us and we'll fix it or send a working copy. If we can't, we'll refund you.
- **The product is not as described.** If what you received is materially different from the product page, email us within 14 days of purchase and we'll put it right or refund you.
- **You were charged twice by mistake.** We'll refund the duplicate payment.

How to contact us: email info@alsanamanagement.com with your order email and a short description. We aim to reply within 2 working days.

Please contact us before raising a dispute with your bank, so we can sort it out quickly. This policy does not affect any rights you have under the consumer law of your country.