



Company name: WayLingua

CNPJ: 59.411.847/0001-01

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Refund and Return Policy

1. Scope of the policy

This policy applies to all products and services purchased through our official platform. The objective is to ensure transparency and trust in every transaction.

2. Return Conditions

- Physical products may be returned within 14 calendar days of receipt, provided they are in their original condition, unused, and with the packaging intact.
- Digital services (such as online courses) may be cancelled within 7 calendar days of purchase, provided the student has not completed more than 20% of the content.

3. Return Procedure

- The customer must submit a written request to the customer service email address, stating the reason for the return.
- Once the request is approved, instructions for shipping the product or cancelling the service will be provided.
- Shipping costs associated with the return are the responsibility of the customer, unless the product has manufacturing defects.

4. Refunds

- Refunds will be processed within 10 business days of the return confirmation.
- The refund will be issued using the same payment method used for the original purchase.
- In the event of promotions or discounts, the refunded amount will correspond to the value actually paid.

5. Exceptions

Returns and refunds will not be accepted in the following cases:

- Personalized or custom-made products.
- Services that have been fully consumed.
- Completed digital downloads.

6. Contact

For any inquiries regarding this policy, you may contact our support team via email at contact.waylingua@gmail.com or by phone/WhatsApp at +55 21 99055-8591.

I sign this document to signify my agreement with and commitment to the terms of this Refund and Return Policy.

Firma: _____

Lucas Batista Lima

CEO de WayLingua

Lugar: _____

Itaboraí, RJ