

Money-Back Guarantee Terms & Conditions:

- The MedMatrix Money-Back Guarantee applies only to users who fail their classes or specific subject exams, such as board exams, after using our platform for their study period related to that subject.
- To be eligible for the money-back guarantee, users must have consistently engaged with our platform, completing a minimum of 80 questions per day on average, specifically related to the subject they failed.
- Users must provide verifiable proof of their exam result indicating their failure in the specific subject or class.
- Refund requests must be made within 30 days of receiving the failed exam results.
- The refund will cover the cost of the subscription for the period related to the study of the failed subject. For instance, if a user studied cardiac physiology using MedMatrix for two months and subsequently failed that exam, they would be eligible for a refund for those two months.
- MedMatrix reserves the right to verify the provided information and to decline the refund if it determines, at its sole discretion, that the user did not genuinely engage with the platform or if discrepancies are found in the provided data.
- This guarantee is subject to change, and MedMatrix holds the right to alter or revoke this offer at any given time without prior notice.

It's essential to adhere to all the aforementioned criteria to be eligible for the guarantee. Non-compliance with these terms will lead to disqualification from the money-back guarantee offer.

If you meet these terms and conditions you may contact us via the website chat or email at admin@themedmatrix.com to redeem your guarantee.