

Medicine Decoded LLC — Money-Back Guarantee Terms & Conditions

At **Medicine Decoded**, we stand behind our platform. If you fail a class or subject-specific exam (including board exams) after using our platform to prepare, you may be eligible for a refund under our **Money-Back Guarantee**, subject to the terms below.

Eligibility Criteria

1. **Engagement Requirement**
You must have actively studied the failed subject using our platform, completing an **average of at least 80 questions per day** related specifically to that subject during your study period.
 2. **Definition of Failure**
"Failure" is defined as **receiving a non-passing score** according to the official grading scale of the relevant institution or exam body. Subjective disappointment in performance does not qualify.
 3. **Proof of Failure**
You must provide **verifiable documentation** of your exam results showing the failed outcome. Screenshots or PDFs from official portals are acceptable, as long as they clearly identify you and the subject.
 4. **Timely Request**
Refund requests must be submitted **within 30 days of receiving your exam results**.
 5. **One-Time Guarantee Use**
Each user is eligible for **only one (1) money-back guarantee redemption**. Future requests will not be honored, regardless of circumstances.
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Scope of Refund

- The refund will apply only to the subscription fees paid during the **specific period of study related to the failed subject**.
 - For example, if you studied microbiology for 1 month using Medicine Decoded and failed the microbiology exam, you may receive a **1-month refund**.
 - **Refunds will not exceed the total amount paid** during that study period. Any promo codes, discounts, or credit applied to the purchase are non-refundable.
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Verification & Platform Usage

Medicine Decoded LLC reserves the right to **review internal usage logs** to confirm platform engagement, including completed question volume, session activity, and time spent. Refunds may be denied if usage appears inconsistent or artificially inflated.

Legal Disclaimer

This policy does **not constitute a guarantee of academic performance or outcomes**. It reflects our commitment to your success but does not replace personal responsibility or the variability of testing standards across institutions.

Policy Updates

Medicine Decoded LLC reserves the right to **change, suspend, or terminate this offer at any time without prior notice**. Terms and conditions effective at the time of your refund request will apply.

How to Request a Refund

If you believe you meet all criteria, contact us within 30 days of receiving your results:

- **Via website chat**, or
- **Email:** admin@medicinedecoded.com