

## Complaint Resolution Policy

Biologix Solutions respond to any complaint received by email/phone as soon as possible, usually on the same day, but not more than 24 hours, to the extent a response will not be immediate by the technical nature of the complaint, Biologix Solutions will endeavor to resolve the complaint to the extent practicable and will keep the user apprised of its efforts in so doing.

Biologix Solutions' customer service representatives are trained to handle each complaint with all facts recorded by email communication, recorded and monitored through its resolution. Our goal is 100% customer satisfaction.

If a complaint regarding technological issue limiting a User's access to any course is not able to be immediately and/or adequately resolved within a reasonable time, then Biologix Solutions will issue a full refund to such user.

If there is a duplicate order by an User, Biologix Solutions will issue a full refund to such user.