AWL Limited Refund Policy

Last Updated: December 12, 2025

Product Purchases

Purchasers of product packages may request a refund for such transactions within seventy-two (72) hours from the date on which the product package was purchased. To request a refund, the purchaser must submit their request at refunds@awl.pro and include the order number and their account ID number. Upon receiving a properly submitted refund request, AWL Limited will process the request and refund the full amount of the purchase for eligible products.

Refund Issuance

AWL Limited will refund individuals or entities in the same manner as these individuals or entities initially paid for AWL Limited products or services.

If an individual qualifies for a refund and initially paid for AWL Limited products or services by credit card, AWL Limited will refund the individual by crediting the amount of the returned products or services to the individual's credit card.

Dispute Resolution

In the event of any dispute between a purchaser and AWL Limited arising out of or in connection with this policy or any other similar related business dealings, the parties shall attempt, promptly and in good faith, to resolve any such dispute by engaging such representatives of each party as may be appropriate in the circumstances. If the parties are unable to resolve any such dispute within a reasonable time (not to exceed thirty (30) days), then either purchaser or AWL Limited shall submit such dispute to non-binding mediation facilitated by JAMS (Judicial Arbitration and Mediation Services). If mediation is unsuccessful in resolving the dispute within a reasonable time frame, either party may submit the matter to binding arbitration through the Hong Kong International Arbitration Centre (HKIAC) in accordance with its rules and procedures. Any arbitration award shall be final and binding upon the parties and enforceable in any court of competent jurisdiction.