



Maisha Bora Management Group of Companies

Refund and Return Policy

This Refund & Return Policy applies to purchases of Good Life Cards from Maisha Bora Management Group ('MBM').

1. Finality of Purchase: All Good Life Card purchases are final. Cards are non-refundable once purchased, except in cases of error.
2. Exceptions: Refunds will only be granted in the event of technical errors, duplicate billing, or failed transaction processing attributable to MBM or its authorized payment provider (AzamPay).
3. Dispute Resolution:
 - a. For card transaction issues, customers must first contact AzamPay Customer Support.
 - b. For service or program-related issues (Good Life memberships, events, or services), customers may escalate to MBM Customer Support.
4. No Refunds for Usage: Once value is loaded, redeemed, or used, no refunds will be provided.
5. Governing Law: This policy is governed by the laws of Tanzania. Disputes shall be resolved in Dar es Salaam courts.