

Refund & Return Policy

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The 3-day first-payment refund window, renewals and cancellation.

1. Digital service

Kreovar sells access to digital content creation tools through a subscription. No physical goods are shipped, so there is no physical return or return-shipping process. This Policy applies to Kreovar subscriptions purchased through Whop and supplements any mandatory consumer rights.

2. Three-day first-payment refund window

You may request a full refund of your first Kreovar subscription payment within 3 days (72 hours) of that payment. This window applies to the initial monthly or annual Pro payment. Submit the request before the deadline using the payment timestamp on your Whop receipt. Processing time after submission does not affect a request made within the window.

This first-payment window applies once per customer. After 72 hours, ordinary change-of-mind requests are normally non-refundable, except for the issues and legal rights described below. Your applicable purchase-time policy governs; later policy changes do not remove existing refund rights.

3. Renewals and cancellation

Monthly and annual renewal payments are normally non-refundable for change of mind. We do not normally provide prorated refunds for unused time, unused monthly allowances or cancellation partway through a paid term. Cancel before your next billing date through your Whop account or the subscription-management link associated with your receipt to prevent another renewal.

Cancellation and a refund are different: cancellation normally leaves access available until the paid period ends, while a verified full refund may remove Pro access for the refunded period. If you cannot find the cancellation option, contact support before renewal and include your receipt reference.

4. Billing mistakes and service failures

Contact us about duplicate charges, incorrect charges, payment without access or a material technical failure that prevents use of the purchased service. We will investigate, attempt to restore access where appropriate and provide a correction or refund when warranted or legally required. These issues can be reviewed outside the ordinary 3-day window. Do not send card numbers, passwords or security codes.

A failed AI generation and restoration of a reserved usage allowance are separate from a cash refund. Ordinary model limitations or third-party outages do not automatically create an additional money-back guarantee, but do not limit remedies for a service that is materially not delivered as purchased.

5. How to request a refund

Email kreovarstudio@gmail.com using the subject "Kreovar refund request". Include the email used at payment, the Whop receipt/payment or membership reference, payment date, plan and a short reason. A request within the first-payment window does not require proof of a technical fault. You may also use the refund/dispute support available in your Whop purchase account.

We may ask for enough information to verify ownership and the transaction. Approved refunds are processed through Whop to the original payment method where supported. Settlement timing depends on Whop, the payment method and your bank; we do not promise an exact bank-processing date. We do not require payment of a separate fee to submit a refund request.

6. Consumer and payment-provider rights

Nothing in this Policy removes non-waivable rights, mandatory cooling-off rights, remedies for a defective or misdescribed service, or lawful card-network and payment-provider dispute rights. If an applicable right provides more protection than this Policy, that right applies. Whop may independently investigate payment disputes or process refunds under its own rules. Contact kreovarstudio@gmail.com with questions.