

Right of Withdrawal & Refund Policy

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Seller:

Edwin Constantin Kerger
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44803 Bochum, Germany
Email: edwin.c.kerger@gmail.com
VAT ID: Not applicable

1. Scope

This Right of Withdrawal & Refund Policy applies to digital content (PDFs, eBooks) sold by Edwin Constantin Kerger via Whop. Digital products are delivered electronically and become accessible after successful payment.

2. Acknowledgement of Immediate Delivery

By purchasing digital content, you acknowledge and agree that access to the digital content will be provided immediately after purchase and that you will thereby lose your statutory right of withdrawal once the download or access begins, in accordance with applicable EU consumer law.

3. No Automatic Right of Withdrawal

Under EU consumer protection rules, the right of withdrawal does not apply to digital content which is delivered immediately when the consumer has expressly consented to the commencement of the performance of the contract and acknowledged that they lose their right of withdrawal.

4. Refunds

We offer refunds only in the following cases:

- The product is defective, materially different from the product description, or inaccessible due to technical issues that prevent reasonable use; or
- We made a demonstrable error in the product listing (e.g., wrong file or corrupted file).

To request a refund, please contact me within **14 days** of purchase at edwin.c.kerger@gmail.com with your order reference and a description of the issue. We may request reasonable evidence (e.g., screenshots, error messages) to assess your claim.

5. Assessment & Resolution

After receiving your claim, we will:

- Evaluate the issue and may provide technical support to restore access;
- If we cannot reasonably remedy the problem, we will offer a refund at our discretion. Refunds, if approved, will be issued via the original payment method within a reasonable time frame.

6. Exceptions & Abuse

Refunds will not be granted where there is no defect and where the customer has already accessed and downloaded the digital product and provided prior consent to immediate delivery as stated above. We reserve the right to refuse refund requests in cases of clear abuse (e.g., repeated requests without justification, fraudulent behavior, or sharing of download links).

7. Contact

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