

Refund Policy

ShipAI — last updated 27 September 2026

1. Nature of the products

All ShipAI products are digital goods delivered immediately on purchase. Because delivery is instant and the content is a source code repository that cannot be returned, refunds are limited as set out below.

2. Refund window

You may request a refund within **14 days** of purchase if the product is materially not as described.

3. When we will refund

- The product is materially different from its description on the storefront.
- You were charged twice for the same purchase.
- You never received access and we could not resolve it.

4. When we will not refund

- You changed your mind after downloading the source code.
- The product does not suit your particular stack or use case, where the description did not promise otherwise.
- You lack the prerequisite knowledge stated on the product page.
- You have already redistributed, published, or resold the code.

5. How to request

Contact us through our Whop storefront with your order reference and the reason for the request. We aim to respond within a reasonable period.

6. Chargebacks

Please contact us before initiating a chargeback. A chargeback without prior contact may result in suspension of access to purchased products.

7. Statutory rights

Nothing in this policy excludes rights you may have under the mandatory consumer law of your country of residence.