Refund Policy

ShopSociety LLC · TikTok Shop Affiliate Course and Mentorship

Effective date: October 28, 2026

1. Overview

All purchases are final, except where you qualify for the Conditional Refund described in this policy. The Course is digital content, and you get access right after payment. A refund is available only if you meet every requirement below. If you don’t meet them all, you are not eligible for a refund.

2. Your Acknowledgement

By purchasing, you confirm that:

- You have read and understood this Refund Policy before paying.
- You understand that a refund is available only if you meet all of the requirements in this policy.
- You understand that if you request a refund, you will be removed from the community.
- You will not request a refund outside of those requirements, including because you changed your mind, did not have time, did not use the Course, or are not satisfied with your results.

3. Training Period

You have two weeks from the day you join the mentorship to watch the training videos and practice. The refund requirements do not apply during this period. They take effect when the two weeks end. The one exception is the requirement to complete the training modules in Section 4.5, which applies from the day you join.

Beta members: If you joined during the beta, none of the requirements in this policy take effect until the full release of the mentorship. We will announce the full release in the announcement channel of our Discord community.

4. Posting and Video Requirements

Once the requirements take effect for you, you must meet all of the following for the full eligibility period.

4.1 Posting volume

- Post 20 TikTok Shop videos every day on one account.
- Test at least 4 different winning TikTok Shop products every week.
- Test multiple different styles and hooks for each product.

4.2 Video quality standards

Every video must be good quality content, which means:

- High-quality video (at least 1080p) with good lighting and clear audio.
- The product is clearly visible, and no third-party watermarks appear.
- There is visual movement throughout: an action, cut, or angle change at least every 3–5 seconds.
- The video stays on point the entire time, with no filler.

4.3 The viral format

Every video must follow the viral format taught in the training videos, including:

- **Hook in the first 3 seconds.** The hook calls out a specific audience or a shared frustration, or opens a curiosity loop, with on-screen text from the first frame to hold attention.
- **Retention text.** On-screen text stays active through the hook and the key moments of the video.
- **Show the product working.** Use a real product demo or real before-and-after photos or footage.
- **Benefits first.** Spend most of the video on what the product does, and mention ingredients or specs only briefly.
- **Trust moment.** Include a trust-building moment, such as a relatable hesitation or a minor drawback of the product.
- **Soft close.** Mention the link and any discount near the end in a casual, non-pushy way.

4.4 Compliance

- Use TikTok's affiliate or sponsored-content disclosure on every video.
- Do not make medical, health, or guaranteed-result claims.
- Before-and-after images and footage must be real and unedited, and must be your own or used with the person's permission.
- Follow TikTok Shop policies and TikTok's Community Guidelines.

4.5 Course participation

- Complete all training modules within the first week of joining.
- Attend at least 6 mentorship calls within the first 3.5 months after you join the mentorship.
- Submit at least 2 videos for feedback, and apply the feedback to later videos.

4.6 Account standing and records

- Keep your TikTok Shop account in good standing for the entire period. If your account is banned or restricted for policy violations, you are not eligible for a refund.
- Upload screenshots of your TikTok Shop dashboard each month, and keep your records so you can provide them with a refund request.

What does not count: Spam, low-quality content, and promotion of losing products do not count toward your eligibility. ShopSociety LLC decides whether content meets these standards, using the guidance in the training videos.

See the training videos for more details on these requirements.

5. Refund Eligibility

You are eligible for a refund only if all of the following are true:

- Three months have passed since the requirements took effect for you and your account.
- You earned less than $10,000 in that time.
- You followed every requirement in Section 4 for the entire period.
- Your TikTok Shop account stayed in good standing for the entire period.

Definition of earnings: “Earnings” means all income you received related to TikTok Shop during the eligibility period, from any source. This includes, for example, commissions, retainers, bonuses, and any other payments tied to your TikTok Shop activity. Pending commissions count as earnings, even if TikTok Shop has not paid them out yet.

If you earned $10,000 or more, missed any requirement, or, if you chose the payment plan, did not pay every installment on time, you are not eligible for a refund.

6. How to Request a Refund

After the three-month period ends, email shopsocietysupport@gmail.com with:

- Your name and the email you used to buy.
- A link to the TikTok account you used.
- Proof of your earnings, such as TikTok Shop dashboard screenshots or exports.

Request deadline: You must submit your request within one week after the end of the three-month period. If you don’t, your eligibility expires.

Verification: A member of our team will manually review the videos on your TikTok page to confirm you met the posting, quality, format, and compliance requirements. We may also verify your earnings. A request with false or missing information will be denied.

Review time: We will review your request and reply within 5–7 business days of receiving it.

Refund payment: If your request is approved, we will refund the $3,500 price of the Course and mentorship to your original payment method within 7 business days. Once the refund is paid, your access to the Course, the Content, and the community ends. If you bought the option that includes a TikTok account provided by us, the account is not refundable. You will be refunded only the $3,500 price of the Course and mentorship, not the additional amount you paid for the account. Questions or issues about the account are handled by our contracted account supplier.

Removal from the community: If you file for a refund, you will be removed from the community, whether or not the refund is approved.

7. No Guarantee of Results

We do not guarantee any income, sales, or commissions. Your results depend on your effort, your skills, your market, and factors we don't control. Any examples we share are not typical and are not promises of what you will earn. The Conditional Refund is a limited refund offer with requirements. It is not a guarantee of income, sales, or commissions.

8. Access Removed for Violations

If you violate the Student Agreement, we may end your access without a refund. Violations include sharing your login, or recording, copying, reselling, or distributing Course content.

9. Chargebacks and Payment Disputes

Please contact us before you contact your bank or card company. If you file a chargeback or payment dispute for a purchase covered by this policy:

- We will give the payment processor your signed agreement, your acceptance of this policy, your access records, and your correspondence with us.
- We will end your access to the Course, the community, and any affiliate account.
- We may pursue recovery of the disputed amount and related fees to the extent the law allows.

10. Billing Errors

If you were charged twice, or charged the wrong amount, email shopsocietysupport@gmail.com within 7 days of the charge. We will fix verified billing errors.

11. Payment Plans

You can pay in full at checkout, or you can choose the payment plan. If you choose the payment plan, you pay $1,500 at checkout and the rest in two more payments, one each month for the next two months. By choosing the payment plan, you authorize us and our payment processor to charge your payment method on file for each installment when it is due. You must pay every installment on time. Cancelling or missing a payment does not cancel what you owe, and we may end your access if you fall behind. An approved refund

covers the amounts you have actually paid toward the $3,500 price of the Course and mentorship. A chargeback or dispute on any installment is handled as described in Section 9, and any unpaid installments remain due.

12. Your Legal Rights

This policy does not limit any rights you have under the law that cannot be waived.

13. Changes to This Policy

We may update this policy. The version in effect when you purchased applies to your purchase.

14. Contact

ShopSociety LLC · shopsocietysupport@gmail.com