

4) SpicerVisions — Return & Refund Policy (Whop)

Effective date: January 13, 2026

Brand: SpicerVisions (“we,” “us,” “our”)

Operated by: Aaron Wylie Spicer (Toronto, Ontario, Canada)

Support: help@spicervisions.online

This policy explains how returns, refunds, cancellations, and disputes work for SpicerVisions products and services sold through Whop (the “Offerings”), including digital products, memberships/subscriptions, communities, coaching/services, events, and physical goods.

This policy does not limit any rights you may have under applicable consumer protection laws (including Ontario’s Consumer Protection Act, 2002) where those laws apply.

1) Whop Resolution Center is the required refund/dispute path

For purchases made through Whop, refund requests and payment disputes must be submitted through **Whop’s Resolution/Dispute process** (unless Product-Specific Terms state otherwise or applicable law requires a different outcome).

As a general platform flow, cases are typically submitted to the creator first for review. If not resolved within the platform’s time window, the case may be escalated or assigned to Whop for review. Whop may also apply specific rules based on payment method and dispute type.

2) Product-Specific Terms control

Some Offerings include additional rules shown on the product page, checkout, access page, scheduling page, or shipping/return information (“Product-Specific Terms”).

If Product-Specific Terms conflict with this Policy, the Product-Specific Terms control for that Offering.

3) Digital products (templates, PDFs, files, videos)

Digital products are often delivered instantly or shortly after purchase. Because digital content can be accessed immediately, refunds are **not guaranteed** once access has been provided, unless required by law or approved through Whop’s dispute/refund process.

If you have a legitimate issue (broken access, wrong file, duplicate charge, major technical failure), email help@spicervisions.online and we’ll make a good-faith effort to fix it quickly. If it can’t be resolved, you can pursue a refund through Whop.

4) Memberships/subscriptions and community access

- You can generally cancel a subscription through Whop to stop future renewals.
- Cancellation stops future billing; it does not automatically refund prior charges unless required by law or approved through Whop.
- Trials, billing dates, and included benefits (if any) will be described in Product-Specific Terms.

5) Coaching, calls, and services (if offered)

Scheduling, rescheduling, late cancellation, and no-show rules will be stated in Product-Specific Terms. Unless otherwise stated:

- We will try to accommodate rescheduling with reasonable notice when possible.
- Missed sessions or late cancellations may be treated as delivered and may be non-refundable, subject to applicable law and Whop's process.

6) Physical goods (if offered)

Shipping, delivery estimates, return eligibility, and who pays return shipping will be stated in Product-Specific Terms. If physical goods are offered and you experience an issue (damage, wrong item, missing delivery), contact **help@spicervisions.online** promptly with order details and clear photos where applicable, and we'll help you pursue the appropriate remedy within Whop's workflow.

7) Chargebacks and abuse

Please use Whop's Resolution/Dispute process first. Chargebacks can lead to loss of access and may restrict future purchases. We may refuse refunds or access restoration in cases of fraud, harassment, chargeback abuse, or violations of our Terms/EULA, subject to applicable law and Whop's processes.

8) Contact

Support and product issues: **help@spicervisions.online**
(Include your Whop order details and what you purchased.)