

Refund Policy

Return & Refund Policy

Last updated: June 7, 2026

All sales are final

Our products are **digital goods and services that are delivered or made accessible to you immediately, and are easily copied**. For this reason, **all sales are final. We do not offer refunds, returns, or exchanges**, except in the limited good-faith cases described in Section 7 below. **By completing your purchase, you agree to this Return & Refund Policy and to our Terms of Service**, including the no-refund rule, the recurring-billing terms, and the dispute-resolution and binding-arbitration terms in the Terms of Service.

Your risk-reversal for the monthly membership is the ability to **cancel anytime**, which stops all future billing — see Section 4.

1. Who you're buying from

Snowoar Academy and our digital products are sold by **SNOWOAR LLC**, a New Mexico limited liability company ("**Snowoar**," "**we**," "**us**," or "**our**"), the **seller of record**. Payments are processed through **Whop (whop.com)**, which acts as our **merchant of record and payment processor** — Whop is **not** the seller of our content. For any product, access, refund, or cancellation question, **contact us first at snowoardev@gmail.com**.

2. Downloadable digital files (skill packs)

Downloadable products — including our à-la-carte **.skill files** — are **licensed, instantly delivered, and copyable**. Once a downloadable product has been delivered or made available to you, it is **final and non-refundable**. À-la-carte skill packs include **only the .skill file** and no additional materials unless expressly stated on the offer page. Your purchase grants you a **personal, non-transferable license to use the file for your own projects — not ownership** (see Section 8).

3. Online courses and membership content

Our **online courses, video lessons, live group sessions, and community access** are made available to you **immediately** upon purchase or upon the start of your billing period. Because

access is granted right away, these are **non-refundable** — including if you do not watch, attend, or use the content.

4. Monthly membership — cancel anytime, no partial refunds

Snowoar Academy is an **automatically renewing monthly subscription** at the **then-current price displayed at checkout** (a discounted founding-member price is available to early members; standard pricing is higher). There is **no free trial** and **no annual plan**. Your subscription renews automatically each month until you cancel.

You may cancel at any time (see Section 6). When you cancel:

- future billing **stops** — you will not be charged again;
- you **keep access through the end of your current paid billing period**; and
- we do **not** provide partial-month or pro-rated refunds for the current period, and we do **not** refund prior months.

Skill packs are released to active members on a **monthly basis** ("dripped") rather than all at once.

5. Auto-renewal consent

By starting a membership, **you expressly consent to recurring monthly charges** at the price shown until you cancel. The price, the monthly billing frequency, the automatic-renewal terms, and how to cancel are disclosed to you **before** checkout.

6. How to cancel

Cancellation is **self-serve, free, and at least as easy as signing up**, directly in your Whop account:

- **Desktop:** go to your **Profile** → **Orders**, select your Snowoar Academy subscription, and click **Cancel membership**.
- **Mobile:** tap your **profile picture** → **Manage Orders**, select your subscription, and tap **Cancel membership**.

Whop will send a confirmation and stop future charges. Your access continues through the end of your current paid period.

7. Limited exceptions

We will review, and where verified provide a correction or refund for, the following good-faith cases:

1. **Duplicate or accidental double charge** — you were charged more than once for the same purchase (a duplicate charge is a payment-processing matter best resolved through Whop first — see Section 11 — and we will correct it if Whop does not).
2. **Non-delivery / no access** — you were charged but were never granted access to what you purchased.
3. **Verified technical failure on our side** — a defect we cannot resolve within a reasonable time prevents you from accessing what you paid for.

To request a correction under this section, please email snowoardev@gmail.com as soon as you notice the issue (ideally within 7 days of the charge) with your order details. This timeframe applies only to our own good-faith corrections under this Section and does not shorten any Whop dispute window, card-network chargeback right, or non-waivable refund right you have under law (see Sections 9 and 11). These are the only circumstances in which we ourselves issue discretionary refunds, apart from payment-processor reversals handled by Whop and any refund required by law.

8. License, not ownership

When you "buy" a digital file or course, **you are purchasing a personal, non-transferable, revocable license to access and use it for your own use — not ownership of the content.** You may not resell, redistribute, or share it. This license is subject to our Terms of Service.

9. No cooling-off / no change-of-mind refunds

There is **no federal cooling-off or cancellation right** for online digital purchases, and we do **not** offer refunds for change of mind, buyer's remorse, or non-use. Because our digital content is made available to you immediately, **you request immediate access, and — where the law permits a cancellation, withdrawal, or "cooling-off" right to be lost on that basis — you acknowledge that right may not apply once access begins (which, for memberships, is upon purchase or the start of your billing period as described in Section 3). Where your local law does not permit that waiver, your right is unaffected. Nothing in this Policy waives any non-waivable refund right you have under the law of your state or country of residence, any payment-processing-error reversal handled by Whop, or any refund we are required by law to provide — we honor those where they apply.**

10. Minimum age and guardian consent

You must be at least **16** to purchase. If you are **under 18**, a parent or legal guardian must consent, must provide and authorize the payment method, and is responsible for all charges. By purchasing, you represent that you meet these requirements or that your parent/guardian has consented on your behalf.

11. Contact us first; chargebacks

If something is wrong, **please contact us before disputing a charge with your bank or card issuer:**

- **Product, access, membership, refund, or cancellation issue** → Snowoar at snowoardev@gmail.com.
- **Unrecognized charge, duplicate charge, or payment-processing error** → Whop at support@whop.com, or open a claim through **Whop's Resolution Center**.

If a payment-processing error such as a duplicate charge is not resolved by Whop, we will correct it under Section 7. Filing a chargeback in bad faith — for a product you in fact received and accessed, and without first contacting us — may be treated as a breach of our Terms of Service and may result in **termination of your account, community, and Academy access**. We retain delivery and access records as evidence. This does not remove any right you may have under applicable law or card-network rules.

12. Statement descriptor

Your payment-card statement may show a **Whop billing descriptor** rather than "Snowoar." Your receipt identifies **Snowoar Academy** as the supplier. If you don't recognize a charge, please check for a Whop descriptor before disputing, and contact us at snowoardev@gmail.com.

13. Dispute resolution

Any dispute relating to a purchase or refund is also subject to the **informal-resolution, binding-arbitration, class-action and jury-trial waiver, and governing-law terms in our Terms of Service**. Please contact us first so we can make it right.

14. Agreement

Completing your purchase is your affirmative agreement to this Return & Refund Policy and to our Terms of Service, including the all-sales-final rule, the recurring-billing terms, and the informal-resolution, binding-arbitration, class-action and jury-trial waiver, and governing-law terms.

15. Updates and contact

We may update this Policy from time to time; the version in effect at the time of your purchase governs that purchase. We will post the updated version with a new "Last updated" date.

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