

REFUND & CANCELLATION POLICY

Effective Date: December 7, 2025

1. GENERAL POLICY: ALL SALES ARE FINAL Due to the immediate digital nature of our products—which include downloadable automation workflows, proprietary code, business documents, and instant access to our comprehensive intellectual property library—**Exosoft Mastery maintains a strict NO REFUND policy on all purchases.**

By finalizing your purchase, you acknowledge and agree that:

- You are buying a digital license to use our assets, which cannot be "returned" once accessed.
- You waive any right to a "cooling-off" period typically associated with physical goods, as access to the content is delivered instantly.

2. MONTHLY SUBSCRIPTIONS (Gold, Platinum, Diamond)

- **Cancellation:** You may cancel your monthly subscription at any time via your Whop user dashboard.
- **No Pro-Rated Refunds:** If you cancel mid-billing cycle, your access will remain active until the end of the current billing period. We do not offer partial refunds for unused days in a month.
- **Responsibility:** It is your sole responsibility to cancel your subscription *before* your next billing date. Refunds will not be issued for "accidental" renewals or forgetting to cancel.

3. LIFETIME PREMIUM ACCESS

- **Strict Non-Refundable Policy:** The Lifetime Membership (\$2,199.00) grants you permanent ownership rights to our intellectual property. Because this tier unlocks our entire back-catalog and future roadmap immediately, **this purchase is 100% non-refundable under any circumstances.**
- **Commitment:** Please ensure you are fully committed to the "Automation Licensing" business model before purchasing the Lifetime Pass.

4. CHARGEBACKS & DISPUTE POLICY We take "friendly fraud" (purchasing a digital product, downloading it, and then filing a dispute) very seriously.

- **Zero Tolerance:** If you file a dispute or chargeback with your bank or credit card provider after receiving access to our digital assets, your account will be immediately terminated, and you will be permanently banned from the Exosoft community and all future products.

- **Legal Action:** We reserve the right to pursue legal action and report the incident to relevant credit bureaus and fraud prevention databases to recover lost funds and damages.
- **Evidence Submission:** In the event of a dispute, we will submit your login logs, download history, and this agreed-upon Policy to your bank as evidence that the service was delivered in full.

5. EXCEPTIONS (TECHNICAL ERRORS) The only exception to this policy is in the event of a proven technical billing error (e.g., if you were double-charged for the same transaction due to a system glitch). In such cases, please contact support immediately, and we will issue a refund for the duplicate overcharge.

6. CONTACT US If you have questions about your billing or need assistance canceling your subscription, please contact us **before** your renewal date:

Exosoft Mastery Support Email: brody@exosoft.io