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# Return & Refund Policy: 6 Figure AI Agency Launchpad

**Applies to:** Purchases of the **6 Figure AI Agency Launchpad** course and related digital products.

## 1. Summary (quick)

- If you request a refund within **5 days** of purchase and you have accessed **less than 20%** of the course content, we will issue an almost 70% refund.
- No refunds for used one-on-one coaching calls, private consulting credits, or if misuse/abuse is detected.
- All refund requests must be made through [contact@chronoiagency.com](mailto:contact@chronoiagency.com) or via Whop's refund flow.

## 2. Detailed terms

### Eligibility:

- Almost 70% refunds available within 5 calendar days of purchase **and** when course access is under 20% of total content (progress measured by our platform logs).
- Subscription cancellations stop future billing but do not automatically trigger refunds for past charges (refunds considered per above criteria).
- If you received a promotional discount, refunds are for the amount actually paid.

### Non-refundable items:

- One-on-one coaching sessions, consultant time already delivered, downloadable files that were downloaded, bonuses redeemed, or materials that are custom-created.
- Accounts terminated for violation of Terms of Service are not eligible for refunds.

### Fraud / abuse:

- We will refuse refunds where there is evidence of abuse, fraud, multi-accounting, or excessive downloading for redistribution.

## 3. How to request a refund

1. Email [contact@chronoiagency.com](mailto:contact@chronoiagency.com) with subject line: **Refund request – [Whop User name]**. Include your name, email used to buy, order ID, and reason.
2. We will acknowledge within **3 business days** and may ask for supporting info (e.g., screenshots).
3. Approved refunds will be processed through the original payment method. It may take 5–10 business days to reflect depending on banks/payment processors.

## 4. Chargebacks & disputes

If you open a chargeback with your bank before contacting us, we may deny future access and will contest illegitimate chargebacks with evidence of access and communications.

## 5. Changes to policy

We may update this Return & Refund Policy; changes will be posted with a new effective date.

## 6. Contact

For refund requests and questions: [contact@chronoiagency.com](mailto:contact@chronoiagency.com).

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