

# Refund & Return Policy

**Effective Date:** June 1, 2025

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## 1. Digital Product Policy

SnapFrame is a digital software product (Chrome extension). Due to the nature of digital goods, all sales are final once a license key has been issued and delivered.

## 2. No Refund Policy — Lifetime Pro License (\$49.99)

**ALL SALES OF THE SNAPFRAME PRO LIFETIME LICENSE ARE FINAL AND NON-REFUNDABLE.** Once your payment is processed and your license key is delivered, no refunds, exchanges, or credits will be issued under any circumstances, including but not limited to:

- Change of mind or no longer needing the product.
- Incompatibility with a specific website or browser configuration.
- Accidental purchase.
- Failure to read the product description or system requirements before purchasing.
- Purchasing duplicate licenses.

## 3. No Refund Policy — Monthly / Annual Subscriptions

Monthly and annual Pro subscription payments are non-refundable once the billing period has commenced. You may cancel your subscription at any time to prevent future charges; cancellation takes effect at the end of the current billing period and you retain access until that date.

## 4. Founding Member / Free Lifetime Deal

The Founding Member Lifetime Pro license issued through the whop launch promotion is provided at no charge. As no payment is collected, no refund applies. The license is subject to all other terms in this policy and the Terms of Service.

## 5. Exceptions

Refunds will only be considered in the following exceptional circumstances:

- You were charged twice for the same order due to a payment processor error. In this case, the duplicate charge will be refunded in full.
- Your license key was not delivered within 48 hours of purchase and our support team is unable to resolve the issue.

To request an exception, contact us at whop within 7 days of your purchase date with your order ID and a description of the issue.

## **6. Chargebacks**

Initiating a chargeback or payment dispute without first contacting us will result in immediate revocation of your license. We strongly encourage you to contact our support team first — we resolve issues quickly and fairly.

## **7. How to Contact Us**

For billing questions or to report a payment error, send us a dm at whop.

Please include your order ID, the email used for purchase, and a description of the issue. We aim to respond within 48 hours.