

Return & Refund Policy

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Overview

GeoboxAI provides digital services. Because access is granted immediately upon purchase, our default position is that all sales are final. However, we recognise that UK consumer law provides certain statutory rights that apply regardless of this policy, and nothing in this document is intended to override those rights.

Please read this policy carefully before purchasing. If you have any questions, contact us via the GeoboxAI Discord server or through Whop's Resolution Centre before completing your purchase.

1. Digital Services — General Position

GeoboxAI provides digital automation services. Once access to the service has been granted and you have been onboarded, the service has been delivered and the sale is final.

We do not offer refunds on the basis of change of mind, dissatisfaction with results, or failure to use the service.

2. Statutory Rights (UK Consumers)

If you are a consumer based in the United Kingdom, you have statutory rights under the Consumer Rights Act 2015 which are not affected by this policy. In particular:

- If GeoboxAI permanently ceases to provide the service before the end of your paid membership period for reasons within GeoboxAI's control, you may be entitled to a prorated refund for the unused portion of your subscription.
- If the service is materially not as described at the point of purchase, you may have a right to a remedy.

GeoboxAI will assess each claim on a case-by-case basis in accordance with applicable law.

3. Lifetime Memberships

Lifetime memberships grant access for the operational lifetime of the GeoboxAI service. By purchasing a Lifetime membership, you acknowledge and agree that:

- 'Lifetime' refers to the lifespan of the GeoboxAI service, not your personal lifetime or any fixed guaranteed duration.
- GeoboxAI's service depends on third-party platform providers whose availability and policies are outside our control.
- In the event that service permanently discontinues due to third-party platform changes, enforcement actions, or factors outside GeoboxAI's reasonable control, no refund obligation arises for Lifetime members beyond a minimum 14-day notice period where reasonably practicable.

This condition is presented clearly at point of purchase. By completing a Lifetime membership purchase, you confirm you have read and understood this condition.

4. Yearly Memberships

Yearly memberships are paid annually in advance. If GeoboxAI permanently discontinues service during an active yearly membership period for reasons unrelated to third-party platform dependency, you may be entitled to a prorated refund for the remaining unused months.

If service discontinuation is caused by third-party platform changes, enforcement actions, or factors outside GeoboxAI's reasonable control, no refund obligation arises. This risk is inherent in the nature of the service and is reflected in the pricing of yearly memberships.

5. Monthly Memberships

Monthly memberships are billed in advance for a one-month period. No refunds are issued for the current billing month once access has been granted. You may cancel at any time to prevent future charges.

6. Service Outages & Downtime

Temporary service outages, maintenance periods, or degraded performance do not entitle you to a refund. Where a disruption caused by factors within GeoboxAI's control exceeds 14 continuous days, affected members may be offered a credit extension at GeoboxAI's discretion.

Outages caused by third-party platform downtime, maintenance, or policy changes are outside GeoboxAI's control and do not give rise to a refund or credit entitlement.

7. How to Request a Refund

If you believe you are entitled to a refund under this policy or your statutory rights, you must contact GeoboxAI support first via our Discord server or via Whop's Resolution Centre. Do not initiate a chargeback or payment dispute before contacting us — doing so is a breach of our Terms of Service and may result in immediate termination of access.

We aim to respond to all refund requests within 5 business days.

8. Chargebacks

Initiating an unjustified chargeback or bank dispute is a serious matter. GeoboxAI will contest all chargebacks using access logs, purchase records, and this policy as evidence. We reserve the right to permanently ban any user who initiates a fraudulent chargeback from all current and future GeoboxAI services.