

# Refund Policy

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*Template designed to reduce disputes for a Whop creator using tips and optional access/perks.*

Creator / Seller	[GUILHERME CASAGRANDE CARRARO]
Effective date	15/03/2026

Replace all yellow placeholders before uploading to Whop.

Brand	GUILHERME CASAGRANDE CARRARO
Email	carrarogui2006@gmail.com
Address	Travessa Pelotas 89, Bento Goncalves

## 1. General rule

Because purchases on this page are primarily voluntary creator-support tips and/or immediate access digital products, all sales are generally final once the transaction is completed and access is delivered.

A payment made here is not a charitable donation. It is a commercial payment made to support the Creator and, where applicable, obtain the specific perk, access, or digital content described at checkout.

## 2. When a refund may be granted

We may issue a refund, partial refund, replacement, or equivalent remedy if: (a) you were charged more than once for the same order; (b) an unauthorized transaction is substantiated; (c) we failed to provide the specific paid access or item described at checkout and do not cure the issue within a reasonable time after notice; or (d) a refund is otherwise required by applicable law.

If the product is a recurring membership, you may cancel at any time before the next renewal date to avoid future charges. Cancellation prevents future renewals only and does not automatically refund the current billing period.

## 3. When refunds are normally not granted

Refunds are normally not granted for change of mind, accidental misunderstanding of a creator-support tip, failure to use the purchased access, dislike of artistic style or subjective preference, failure to read the product description, failure to cancel before renewal, or inactivity after access has been delivered.

Refunds are also normally not granted where the customer has already downloaded the digital item, consumed a material portion of the paid content, accessed the membership area, or otherwise received the core benefit of the purchase, except where required by law.

## 4. How to request help

Please contact us first at [ carrarogui2006@gmail.com] with your order details, purchase email, and a brief explanation of the issue. This allows us to resolve genuine problems quickly and can help avoid unnecessary bank disputes.

If your purchase was processed through Whop, you may also use Whop's Resolution Center where available. Prompt communication improves the chance of a fast resolution.

## 5. Time limits

To the extent permitted by law, refund requests for delivery or access problems should be submitted within 7 days of the transaction date or, for recurring charges, within 7 days of the renewal date. Delayed requests may make verification more difficult and may be denied unless required by law.

Unauthorized charge claims should be submitted as soon as reasonably possible after discovery.

## 6. Chargebacks and abuse

Starting a chargeback after receiving access, downloads, or the core purchased benefit may be treated as abuse if the claim is false or misleading. We may submit delivery logs, access records, messages, and order information to contest fraudulent disputes.

Customers should contact us or use Whop's dispute tools before filing a bank dispute whenever possible.

## 7. Processing of approved refunds

Approved refunds are returned to the original payment method where possible. Processing times depend on Whop, the payment processor, and the customer's bank or card issuer.

Where technically appropriate, we may offer a replacement, re-delivery, access restoration, or similar cure instead of a cash refund.

## 8. Contact

For billing and refund support, contact [ carrarogui2006@gmail.com].

Travessa Pelotas 89, Bento Goncalves: [Travessa Pelotas 89, Bento Goncalves]