

Refund Policy

EFFECTIVE DATE: JUNE 2026

This Refund Policy explains how payments and refunds are handled for the digital services provided by PK DIGITAL LLC, operating as NOREN Agency (“NOREN Agency”, “we”, “us”). It should be read alongside our Terms of Service, our Digital Delivery Policy, and any plan, private proposal, or statement of work for your engagement, which prevails in the event of a conflict.

01 Nature of our services

NOREN Agency provides digital growth and advisory services — strategy and positioning, content and creative direction, community and distribution support, organic growth, implementation guidance, and analytics and reporting. Engagements are delivered digitally as professional work, advisory, and access. There is no physical product and nothing is shipped. Fees reflect strategic work, time, and digital deliverables rather than a returnable good.

02 Payment and when it becomes final

Engagements are purchased as a one-time, upfront payment through an approved checkout provider (for example, Whop), by invoice, or as set out in the applicable plan or private proposal. Payment confirms your engagement tier or custom scope and authorizes us to begin. Once onboarding or work has commenced, payment is generally considered final, because resources, time, and strategic work are committed to your account from the start.

03 Digital delivery

All services, deliverables, access, and assets are provided digitally — by document, workspace, client portal, call, or email. No physical goods are sold or shipped. Delivery is considered made when the relevant work, access, or materials are provided to you.

04 When a refund may apply

Where a duplicate or incorrect charge has occurred, or where you have paid for an engagement that has not yet started and no onboarding, strategic work, or setup has taken place, we will refund the affected amount. At our discretion, we may offer a partial or goodwill refund for clearly unstarted portions of a scope. Work already delivered — including strategy, consulting and advisory time, setup and onboarding, custom work, and digital assets or access already provided — is non-refundable.

05 Disputes and chargebacks

If you have a concern about a charge or about the work, please contact NOREN Agency first so we can review it in good faith and aim for a fair resolution consistent with your plan, proposal, or statement of work. We ask that you raise any dispute with us before initiating a chargeback. Chargebacks or payment disputes filed without first contacting us may be treated as a breach and may result in suspension of services and access.

06 How to request a refund

To raise a billing question or request a refund, contact us at contact@norenagency.com or call +1 (954) 676-1050. Please include your company name, the order, invoice, or charge in question, and a short description. We aim to respond within two business days.

07 Contact

PK DIGITAL LLC — Business address: 2335 E. Atlantic Blvd, STE 200, Pompano Beach, FL 33062, United States. Email: contact@norenagency.com. Phone: +1 (954) 676-1050.