

Refund Policy

Now, Next, Later Last updated: July 24, 2026

The short version

If it is not right for you, email us within 3 days of purchase and we will refund you. You do not have to explain why.

The longer version

What we sell

Every product sold by Now, Next, Later is a digital download. There is nothing physical to return and nothing to post back.

Requesting a refund

Email nownextlater@icymoons.com within 3 days of purchase, using the email address you bought with. We aim to reply within two business days and to process approved refunds within five business days.

Three days is deliberately short. These are instant digital downloads, which cannot be returned, and three days is enough time to open every file and decide whether the system suits you.

Refunds go back to the original payment method. Depending on your bank, the money may take a further few days to appear.

What we will refund

- The product is not what you expected
- The files will not open, print, or work on your device and we cannot resolve it
- You bought the wrong item, the wrong format, or bought twice by mistake
- You changed your mind

What we may decline

We may decline a refund where:

- More than 3 days have passed since purchase
- There is evidence of repeated purchase and refund of the same product across multiple accounts
- The files have been redistributed, resold, or shared publicly

These are the only circumstances in which we refuse a request. We do not require you to justify your reasons, and we do not ask you to prove you tried the product.

If something is wrong with the files

Please email us before requesting a refund if there is a technical problem. In most cases we can fix it or send a working file the same day, and you keep the product. If we cannot fix it, you get a refund.

Your statutory rights

Nothing in this policy limits any rights you have under the consumer law of your own country. Where local law gives you stronger protection than this policy, that law applies.

Buyers in the UK and EU

Consumer law in the UK and EU gives you a 14 day right to cancel most distance purchases. For digital content supplied immediately, that right can be waived: by completing checkout and accessing the files, you agree to immediate supply and acknowledge that the statutory cancellation right no longer applies. The 3 day window described above is offered in addition to your statutory position.

Where the mandatory consumer law of your own country gives you stronger rights than this policy, those rights apply.

Chargebacks

If you are unhappy, please email us first. A refund is faster than a chargeback and we would rather sort it out directly. Raising a chargeback without contacting us may result in loss of access to purchased files while the dispute is investigated.

Contact

nownextlater@icymoons.com