

Return & Refund Policy

Founding reservation policy

1. Scope

Effective date: August 9, 2026. This policy applies to MindRank's validation-stage founding reservation and other direct purchases where this policy is expressly linked. MindRank is currently in development.

2. \$5 founding reservation

The founding reservation is a validation payment for a product that is not yet publicly released. Unless a more favorable refund rule is shown at checkout, you may request a full refund of the founding reservation at any time before MindRank's public release.

3. How to request a refund

Email [INSERT SUPPORT/REFUND EMAIL] with the email address used for purchase and enough transaction information for us to locate the payment. Do not send full card numbers or other unnecessary payment credentials.

4. Processing

Approved refunds are returned through the original payment method where possible. The payment provider or bank may take additional business days to post the refund. MindRank does not control bank processing times.

5. After public release

The pre-release refund promise ends at public release unless the checkout page or applicable law gives you additional rights. Any post-release digital purchase or subscription will be governed by the refund terms shown for that product and by mandatory consumer-protection law.

6. Failed, duplicate, unauthorized, or incorrect charges

Contact us promptly if you believe a charge is duplicated, unauthorized, technically incorrect, or inconsistent with the checkout disclosure. We will investigate and provide a refund or correction where appropriate. This does not limit rights you may have through your payment provider or applicable law.

7. Cancellation or material delay

If MindRank cancels the founding-access program without providing the promised reservation benefit, we will offer a refund. If the estimated testing/release window materially changes, purchasers may still use the pre-release refund right above.

8. Contact

Refund email: [INSERT SUPPORT/REFUND EMAIL]

Operator: [INSERT LEGAL ENTITY / OPERATOR NAME]