

PIXELBYTESLAB

RETURN POLICY

Last updated: August 13, 2026

Because PixelBytesLab primarily sells digital products that can be accessed or downloaded immediately, purchases are generally not returnable in the same way as physical goods. This policy explains when we will consider a refund while preserving any rights you have under applicable law.

1. General Rule for Digital Products

Except where required by applicable law or expressly stated on a product page, digital-product sales are generally final after access, download, delivery, or substantial use has been provided. This is because digital files and access cannot meaningfully be "returned" once supplied.

2. When a Refund May Be Approved

We will review refund requests fairly and may approve a full or partial refund where, for example:

- You were charged more than once for the same purchase.
- The purchased file or access is materially defective or inaccessible and we cannot remedy the issue within a reasonable time.
- The delivered product is materially different from the core description shown at the time of purchase.
- A payment was genuinely unauthorized, subject to reasonable verification and platform/payment-provider procedures.
- A refund is required by applicable consumer law, Whop policy, or a binding decision through Whop's Resolution Center or payment-dispute process.

3. Situations Normally Not Eligible for a Refund

- You changed your mind after receiving or accessing the digital product.
- You no longer need the product, expected a different style, or failed to review the description, screenshots, compatibility notes, or stated requirements.
- You lack the required third-party software, account, device, or skill level that was disclosed or reasonably apparent from the product description.
- You request a refund because the product did not produce a particular financial, productivity, traffic, business, educational, or other outcome that was not guaranteed.
- You have materially used, copied, downloaded, redistributed, or otherwise benefited from the product before requesting a refund, unless mandatory law requires otherwise.

4. How to Request a Refund

Start a request through Whop's Resolution Center when available, or contact PixelBytesLab at **support@pixelbyteslab.com**. Include your order email or order identifier, the product name, the reason for the request, and any screenshots or other evidence that may help us assess the issue.

We encourage you to contact us promptly after discovering a problem. Delay may make it harder to verify technical or access issues.

5. Resolution Process

We may ask for additional information or first attempt to repair access, replace a corrupted file, clarify instructions, or otherwise cure the issue. Refund decisions may also be reviewed or decided by Whop under its Resolution Center or dispute procedures.

6. Subscriptions, If Offered

For recurring subscriptions, cancellation stops future renewals. Completed billing periods are generally non-refundable unless the product page states otherwise, we approve an exception, or applicable law requires a refund. Cancel before the next renewal date to avoid the next charge.

7. Statutory Withdrawal and Consumer Rights

Nothing in this policy removes consumer rights that cannot legally be waived. In jurisdictions that provide a statutory cooling-off or withdrawal period for digital content, those rights apply unless and to the extent they are lawfully lost or waived after the consumer expressly requests immediate supply and acknowledges the legal effect of doing so.

8. Abuse and Fraud

We may deny a refund request that appears fraudulent, abusive, or inconsistent with access records, provided that denial is permitted by law and platform rules. Unauthorized redistribution may also result in termination of access and other remedies.

9. Contact

Refund and access questions: **support@pixelbyteslab.com**.