

Operating Model Studio

Refund Policy

Effective 6 September 2026

The Operating Model Pack, The AI Workflow Pack, and The Digital Function System are digital products delivered as immediate downloads. Once a file has been downloaded it cannot be returned, so all sales are final.

Two exceptions

- If a file is corrupt, will not open, or does not match its listing description, contact us through the support chat within 14 days of purchase. We will replace the file or refund the purchase in full.
- If you bought the wrong product, for example a single pack when you meant to buy the bundle, contact us within 14 days and before downloading and we will move you to the correct product and charge or refund the difference.

What is not refundable

Refunds are not given for change of mind, for finding the Materials unsuitable for a specific organisation, or for purchases where the files have been downloaded and are as described.

Before you buy

Every listing includes preview images of the Materials so you can judge quality and fit before paying. If you are unsure whether the Materials suit your situation, ask in the support chat before you buy.

This policy sits alongside the Operating Model Studio Licence and Terms of Service. Whop's own platform terms also apply to the transaction.