

Refund and Return Policy

PortLab

Effective date: September 25, 2026

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This policy explains when PortLab will refund a purchase. PortLab sells digital products (guides, videos, templates, and optional private support). There is no physical shipment, so there is nothing to mail back.

Refunds are processed through Whop, which handled your original payment.

1. How to ask

Email adityakumar2026main1@outlook.com from the email on your Whop account, or message PortLab through Whop support chat. Include:

- Your Whop username or order email
- The product name
- The reason for the request

We aim to reply within 2 business days.

2. 7-day access guarantee

If, within 7 days of purchase, you cannot access the files or support you paid for because of a problem on PortLab's or Whop's side, and we cannot restore access, we will refund the purchase in full.

3. Product not as described

If the product is materially different from the listing (for example, listed files were never provided), contact us within 14 days of purchase. We will either deliver what was promised or refund you.

4. Digital files after delivery

Once the guide, videos, or templates have been delivered to your Whop membership, they cannot be returned. We do not refund because:

- You changed your mind after downloading or viewing the materials
- A port did not boot on your specific device
- You lack a computer, unlocked bootloader, or the skill to follow the steps
- You expected PortLab to perform a custom paid bring-up that the listing did not include

Porting always carries a risk of a failed flash. That risk is disclosed in the Terms of Service and is not a defect in the files.

5. Support add-on

If you bought a plan that includes a support window (for example, 30 days of private help):

- Unused days are not refunded after you have sent a support question or otherwise used the channel
- If you have not used support and have not downloaded the files, you may request a refund within 7 days of purchase

- Support ending on schedule is not a reason for a refund

6. Duplicate charges and Whop errors

If you were charged twice for the same product, or charged after a failed checkout that did not grant access, contact us. We will refund the duplicate or failed charge once we confirm it.

7. Chargebacks

Please contact us before filing a dispute with your bank or card issuer. If you file a chargeback while a good-faith refund request is open, we may pause the refund and respond with this policy, the Terms of Service, and your access logs. Confirmed abuse or file sharing can result in permanent loss of access.

8. How refunds are paid

Approved refunds go back to the original payment method through Whop. Processing time depends on your bank or payment method. Access to PortLab files and support ends when a refund is issued.

9. Cancellation

PortLab products are one-time digital purchases, not auto-renewing subscriptions, unless a product page clearly says otherwise. There is nothing to cancel after a completed one-time purchase except as described in this refund policy. If a future product is a subscription, cancellation will stop later renewals according to the plan terms on that page.

10. Contact

PortLab

Email: adityakumar2026main1@outlook.com