

Refund Policy

This policy applies to all digital products and digital services purchased through Creator's Lab.

Effective Date: May 13, 2026 | Creator's Lab

ALL SALES ARE FINAL. CREATOR'S LAB DOES NOT OFFER REFUNDS, RETURNS, OR EXCHANGES ON ANY DIGITAL PRODUCT OR DIGITAL SERVICE.

1. Overview

Creator's Lab sells exclusively digital products and digital services. Due to the instant and irreversible nature of digital delivery, all purchases are non-refundable. By completing a purchase, you explicitly acknowledge and agree that:

- You have read and understood this Refund Policy in full.
- You consent to delivery of the digital product or service beginning immediately upon purchase confirmation.
- You waive any right of withdrawal or cancellation once delivery has commenced.
- The sale is final and no refund will be issued.

2. Why We Do Not Offer Refunds

Digital products and digital services differ fundamentally from physical goods. Once a digital product has been delivered, or a digital service rendered, the value cannot be returned:

- Digital products are transferred to the Customer at delivery and cannot be reclaimed.
- Digital services involve work, access, or processes that are consumed upon initiation.
- There is no way to verify or reclaim access once credentials or digital content have been shared.
- Issuing refunds for digital goods creates an irrecoverable loss for the seller.

3. Non-Refundable Circumstances — No Exceptions

Refunds will not be granted under any of the following circumstances, without exception:

- Change of mind, buyer's remorse, or no longer wanting the product.
- Failure to read the product description or this Refund Policy before purchasing.
- Accidental purchases or duplicate orders.
- Delivery completed within the stated 1-3 business day window.
- Dissatisfaction where the product matched its stated description.
- Technical issues, compatibility problems, or connectivity failures on the Customer's side.
- The Customer's inability, failure, or refusal to make use of the delivered product.

- Third-party action, restriction, or suspension affecting the product after delivery.
- Partial use or partial completion of a digital service.
- Claimed non-receipt where delivery records confirm dispatch.
- Any dispute initiated without first contacting Creator's Lab directly.

4. Delivery Issues

If you have not received your digital product or service within 3 business days of purchase, contact us immediately. Delivery issues caused by incorrect contact information provided at checkout are the sole responsibility of the Customer and do not entitle the Customer to a refund. Where a genuine non-delivery is confirmed on our side, we will re-deliver the product. Re-delivery is not a refund and does not alter the final-sale nature of the transaction.

5. Chargebacks and Payment Disputes

Initiating a chargeback or payment dispute through your bank, card issuer, or Whop for a legitimately delivered order is a violation of this policy and our Terms of Service. We maintain records of all deliveries and will submit this Refund Policy, delivery evidence, and purchase confirmation to the relevant payment processor to contest any unwarranted dispute. Customers who file fraudulent chargebacks will be permanently barred from purchasing from Creator's Lab.

6. Legal Basis

Under the UK Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, the right to cancel does not apply to digital content where: (a) supply has begun with the Consumer's prior express consent; and (b) the Consumer has acknowledged that their right of cancellation will be lost. By completing a purchase, you provide both. Nothing in this policy seeks to exclude rights that cannot legally be excluded; however, to the fullest extent permitted by law, all sales are final.

7. Contact Us

Before raising any concern with a third party, please contact us directly. We are happy to address genuine delivery concerns:

- Email: monetizedassets@gmail.com
- WhatsApp: +44 7479 953780

Response times are typically within 24 hours. Please include your order reference and a description of your concern.