

VintedSeekers – Refund Policy

This Refund Policy applies to purchases of the digital product “VintedSeekers”, delivered electronically via Discord.

1. Digital Product Nature

VintedSeekers is a digital service delivered immediately after purchase. No physical goods are provided.

2. Eligibility for Refunds

- Refunds are only granted if a technical malfunction caused directly by the VintedSeekers system prevents service functionality.
- The malfunction must persist for more than 72 consecutive hours.
- The issue must be verified by the service operator.

3. Non-Refundable Situations

- Changes, restrictions, outages, or bans implemented by Vinted.
- Changes, downtime, or limitations of Discord.
- Marketplace policy changes affecting monitoring or listing data.
- User errors, misconfiguration, or device/network issues.
- Marketplace bans, account suspensions, or listing restrictions applied by Vinted.
- Lack of profits or dissatisfaction with marketplace outcomes.

4. EU Digital Content Waiver

In accordance with Article 16(m) of Directive 2011/83/EU on Consumer Rights, by purchasing VintedSeekers and receiving immediate access to the digital service you expressly consent to the immediate performance of the contract and acknowledge that you lose your statutory 14-day right of withdrawal once access to the digital product has begun.