

3. Refund Policy, Disputes and Payment Chargebacks

3.1 General principle

As the Service is a digital service with potentially immediate execution and monthly subscription model, **no refund is granted**, except where mandatory law requires otherwise or in case of obvious error exclusively attributable to the Company.

3.2 Cases not eligible for refund

- voluntary non-use of the Service.
- subjective dissatisfaction.
- lack of results or inability to obtain tickets.
- suspension, refusal or banning by third-party platforms.
- account sharing or breach of these terms.
- cancellation after the start of a monthly period.
- technical incompatibility on the user's side.
- interruption caused by a third party, operator or force majeure.

3.3 Claims

Any claim relating to payment, service or access must first be sent to **contact@carbon-automatisation.com** with all useful supporting details.

3.4 Banking disputes and chargebacks

A banking dispute or *chargeback* means requesting a bank or card issuer to reverse a payment that has already been made.

Any payment dispute initiated without prior attempt to resolve the issue amicably with the Company may be considered abusive where the Service has been provided, activated, used, or made available under these terms.

3.5 Consequences of abusive chargebacks

In case of abusive, fraudulent or unjustified chargeback, the Company reserves the right to:

- immediately suspend access to the Service without prior notice.
- terminate the account and prohibit any new subscription.
- retain or transmit necessary evidence for its defense.
- initiate any debt recovery procedure for amounts due.
- claim compensation for costs, losses and expenses incurred.

3.6 Automatic renewal and cancellation

Disabling automatic renewal stops future charges at the end of the current period, but does not entitle the user to a refund for the period already started.

3.7 Role of third-party providers

Payments, renewals, authorizations, refusals or checks may be processed by Whop or any other third-party provider. The Company cannot be held responsible for decisions, delays, controls, restrictions or incidents attributable to those providers.