

TERMS OF PURCHASE AND REFUND POLICY FOR Digital Creator

Need Assistance? We're here to help.

Email: support@digitalcreator.ai

Last Updated: January 2026

Digital Creator and all subsidiaries or affiliated brands under the Digital Creator umbrella (collectively, the "Company," "we," "us," or "our") stand behind our products and take customer satisfaction seriously. This Terms of Purchase and Refund Policy (this "Policy") applies to all purchases made directly from the Company, including through any Company-controlled website properties, authorized checkout links, invoices/payment links, and sales conducted by phone (each, an "Order").

This Policy is incorporated by reference into, and forms part of, our Terms of Use, Privacy Policy, and Legal Disclaimers (collectively, the "Terms"). If you do not agree to this Policy and the Terms, do not place an Order.

This Policy states the sole and exclusive refund rights applicable to Orders, except to the extent applicable law provides non-waivable rights.

1.) No Guarantee of Results; No Professional Advice

No Guarantee of Results. We do not guarantee any specific results from the use of our products or services. Entrepreneurship involves risk and effort. Any testimonials, examples, or case studies (whether ours or our customers') are not to be interpreted as common, typical, or expected outcomes.

No Professional Advice. Our offerings are educational and informational. We do not provide legal, tax, investment, or other professional advice. You should consult your own qualified professionals for advice tailored to your situation.

2.) Products Covered by This Policy

The Company offers digital products and services, which may include (without limitation) online courses, training programs, memberships, communities, coaching, templates, downloads, recordings, and software-enabled content (collectively, "Products").

Product List:

- Faceless Digital Creator Bundle
- Digital Creator Profit Accelerator
- Digital Freedom Elite Bundle
- Digital Creator University

(Each as listed on the checkout page or receipt.)

For refund purposes, Products are categorized as either Refundable Products (Section 3.1) or Non-Refundable Products (Section 3.2).

3.) Refund Policy Summary

3.1 Thirty (30) Day Money-Back Guarantee (Refundable Products)

The Products listed below include a thirty (30) day money-back guarantee (the “Guarantee”) (each, a “Refundable Product”):

- Faceless Digital Creator Bundle
- Digital Creator Profit Accelerator

3.2 No Refunds (All Sales Final) — Non-Refundable Products

The Products listed below are non-refundable and all sales are final (each, a “Non-Refundable Product”):

- Digital Freedom Elite Bundle
- Digital Creator University

No refunds, credits, offsets, or exchanges will be issued for Non-Refundable Products for any reason (including, without limitation, non-use, dissatisfaction, scheduling conflicts, mistaken purchase, or perceived lack of results), except where required by applicable law.

4.) Access, Delivery, and Duration (Digital Products)

Upon purchase, you will receive access to the applicable platform, portal, or delivery method for the duration stated on the product description at the time of purchase.

If there is no mention of access duration, access is provided for 365 Days from the date your payment is successfully processed (the “Purchase Date”), unless access is terminated earlier under the Terms (including for misuse).

If you experience any problems accessing content you purchased, contact support@digitalcreator.ai promptly so we can resolve the issue.

5.) Thirty (30) Day Guarantee Terms (Refundable Products Only)

5.1 Eligibility Window

To be eligible, a refund request for a Refundable Product must be submitted within thirty (30) calendar days of the Purchase Date (the “Refund Window”).

5.2 How to Request a Refund

To request a refund, email support@digitalcreator.ai within the Refund Window and include:

- Full name
- Email used at checkout
- Order number and/or receipt

- Product purchased (must be a Refundable Product)
- Purchase Date
- A clear written request for a refund under the 30-day Guarantee

5.3 Refund Method

If approved, refunds are issued to the original payment method where practicable. Posting times are controlled by banks/payment processors and may vary.

5.4 Effect of Refund

If a refund is issued for a Refundable Product, your license to access and use that refunded product terminates immediately, and we may revoke access (including related portals, communities, and updates) associated with the refunded product.

5.5 Misuse; Abuse; Policy Enforcement

We may deny a refund request to the maximum extent permitted by law where we reasonably determine that the request involves fraud, abuse, policy manipulation, repeated refund behavior, unauthorized sharing/resale, intellectual property infringement, or other material violation of the Terms.

6.) Non-Refundable Products (All Sales Final)

Non-Refundable Products are final and non-refundable. By purchasing a Non-Refundable Product, you acknowledge that you may receive immediate or near-immediate access to digital content and that, accordingly, the Non-Refundable Product is not eligible for refunds or credits, except where required by applicable law.

If a Non-Refundable Product is offered via a subscription or payment plan, cancellation stops future billing only and does not refund amounts already paid.

7.) Bundles, Add-Ons, Bonuses, and Mixed Orders

If an Order includes any Non-Refundable Product in any form (bundle, add-on, bonus access, included access, or otherwise), that Non-Refundable Product remains non-refundable.

If your checkout does not itemize pricing for each component, the Company may apply a reasonable allocation to determine the non-refundable portion attributable to the Non-Refundable Product, using the Non-Refundable Product's then-current standalone list price (or a commercially reasonable equivalent), and exclude that amount from any refund.

8.) Payment Plans

If you purchase any Product on installments:

- The Refund Window (if applicable) is measured from the Purchase Date (the date the initial payment is processed), not from later installment dates.

- Any approved refund applies only to the refundable portion actually paid and never includes any Non-Refundable Product.
- Failure to complete payments may result in suspension or termination of access as permitted by the Terms.

9.) Chargebacks and Payment Disputes

9.1 Support First

If you have a billing concern, you agree to contact support@digitalcreator.ai before initiating a chargeback or payment dispute so we can investigate and attempt to resolve the issue.

9.2 Suspension of Access During Disputes

If you initiate a chargeback or payment dispute, we may suspend or revoke access to Products and services associated with the disputed transaction while the dispute is pending.

9.3 Evidence for Dispute Response

In the event of a dispute, we may provide the processor/financial institution with transaction and delivery evidence, which may include order confirmations, timestamps of access, account activity records, and relevant communications.

9.4 No Duplicate Recovery

We do not issue a “parallel” refund while a chargeback/dispute is open. If a refund would otherwise be available for a Refundable Product, it will be addressed only after the dispute is resolved and funds are returned to the Company, to the extent permitted by the processor and applicable law.

Nothing in this section limits non-waivable rights under applicable law.

10.) Intellectual Property; No Sharing; No Resale

Purchases do not grant rights to the buyer to share, reproduce, distribute, publish, sublicense, or resell any Product or any portion of it. Unauthorized use may result in termination of access and other remedies available under the Terms and applicable law.

11.) Third-Party / Affiliate / Reseller Purchases

Any purchase made through a third-party affiliate, reseller, marketplace, app store, or platform is subject to that third party's terms and conditions. Refund requests must be made directly to the seller of record. Save invoices and receipts from any third-party purchase.

12.) Attestation; Acknowledgment

By purchasing any item, Product, service, or event from any Company website or through any Company-authorized Order channel, you acknowledge and agree to be bound by this Policy and the Terms. If you do not agree, do not purchase.

13.) Updates to This Policy

We reserve the right, at our sole discretion, to change or otherwise modify this Policy at any time. The effective date will be reflected at the top of this page. The version in effect on the Purchase Date will govern your Order unless applicable law requires otherwise.

14.) Consumer Rights (U.S. and Canada)

This Policy is intended to be enforced to the maximum extent permitted by applicable non-waivable jurisdictions may provide non-waivable consumer rights. Where such rights apply, this Policy will be interpreted to comply with those requirements, and nothing herein excludes mandatory rights that cannot legally be waived. If required, a French version may be provided for Quebec residents upon request.