

Return and Refund Policy

BusinessGrowR LLC · 30 N Gould St Ste R, Sheridan, WY 82801, United States · support@businessgrowr.com · Effective August 10, 2026

This Return and Refund Policy explains when we do and do not refund, how to request one, and how our performance guarantee works. It forms part of our Terms of Service. Please read it before you buy.

HOW TO REACH THE RIGHT PLACE FIRST. For a payment-layer problem — an unrecognised charge, a duplicate payment, a processing or currency error — contact Whop at support@whop.com. For anything about the product or service itself — access, delivery, scope, dissatisfaction, cancellation, or a refund request — contact us at the email address at the top of this document. This Policy governs product and service refunds, and Whop processes an approved refund to your original payment method on our instruction, typically within 3 to 5 business days.

1. What we sell

We sell digital products, community access, and done-for-you professional services to businesses. Delivery begins immediately or on the schedule in your Order, and our costs are incurred as soon as work begins. Our refund rules below reflect that. Nothing in this Policy limits any right you have that cannot be waived under the law that applies to you.

2. Subscriptions and community access

- You may cancel a subscription at any time in your Whop account. Cancellation stops future renewals and your access continues to the end of the period you have already paid for.
- We do not refund part-used periods. The period you cancel in is not refunded.
- We do not refund past periods where access was available to you, whether or not you used it.
- **[CONFIRM]** First purchase, unused: if this is your first purchase of a given subscription product and you request a refund within **7 days** of purchase, and you have not downloaded, copied, or materially consumed the Materials, we will refund that first payment in full.
- Renewals are not covered by the first-purchase window. Set a reminder before your renewal date if you do not intend to continue.

3. One-time digital products and templates

Because these are delivered instantly and can be copied, they are non-refundable once accessed, downloaded, or opened. If a product is not delivered, access fails, a file is corrupt, or what you received is materially different from what was described, tell us within 14 days and we will fix it, replace it, or refund it.

4. Done-for-you services and engagements

Fees for professional services are non-refundable once work has begun, including onboarding, audits, strategy, build work, and account access, and including where you decide to stop participating. Work performed is work owed. Payment plans do not change the total contract value, and remaining instalments stay due.

There are exactly three exceptions:

- 1 **Before work begins.** If you cancel in writing before the earlier of your onboarding session and the start of any delivery work, we refund what you have paid, less any third-party costs already committed on your behalf.
- 2 **We fail to deliver.** If we materially fail to perform the Services and do not cure that failure within 30 days of your written notice describing it, you may terminate and we will refund fees paid for the undelivered portion.
- 3 **The Guarantee.** If a signed Guarantee Addendum applies to your Order, Section 5 governs.

We do not refund because a platform restricted, banned, disapproved, or rate-limited your account; because a third party changed its policies, pricing, or algorithm; because you did not provide access, assets, approvals, or spend; because you changed direction, sold your business, or lost interest; or because results arrived more slowly than you hoped inside the measurement period.

5. The performance guarantee

THE GUARANTEE IS A SEPARATE SIGNED DOCUMENT, NOT A MARKETING CLAIM. A performance guarantee applies to your Order only if it is written into a Guarantee Addendum signed by both parties. That Addendum states the target, the measurement period, how performance is measured and from which source, the milestones you must meet, and the remedy. Where this Policy and a signed Guarantee Addendum differ, the Addendum controls. If no signed Addendum exists, no guarantee applies and Section 4 governs.

5.1 Conditions you must meet

A guarantee is a shared commitment. It applies only if you have, throughout the measurement period:

- 1 Completed each onboarding and delivery milestone on or before its scheduled date, as set out in the Addendum.
- 2 Attended, or properly rescheduled, all required onboarding and review sessions.
- 3 Granted and maintained the access we need to your platforms, data, and accounts, without interruption.
- 4 Provided approvals, assets, information, and decisions within the response times in your Order.
- 5 Funded and maintained the minimum third-party spend and subscriptions the Addendum specifies.
- 6 Implemented our written recommendations, or documented in writing why you chose not to.
- 7 Paid every amount due to us on time, with no outstanding balance and no payment dispute filed.
- 8 Complied with applicable law and with the policies of every platform the engagement depends on.

5.2 When the guarantee does not apply

The guarantee is void, and no remedy is payable, where: any condition in 5.1 is not met; you terminate early or stop participating; you resell, share, or disclose the Materials in breach of the EULA; your own platform, payment processor, or community account is suspended, banned, or terminated for reasons within your control; you supplied inaccurate information that we relied on in setting the target; or you filed a payment dispute instead of following Section 8.

5.3 Claim window and remedy

- **[CONFIRM]** You must submit a written claim within **30 days** after the end of the measurement period, to the email at the top of this document, including the evidence the Addendum requires. Claims made after that window are not payable.
- We will review and respond in writing within **21 days** of receiving a complete claim, and may request the records needed to verify it.
- If the claim is valid, the remedy stated in the Addendum — a refund of the fees you paid to us for the engagement, plus the additional amount the Addendum specifies — is your **sole and exclusive remedy** for failure to meet the guarantee. Third-party costs, including advertising spend, are never included.
- We pay a valid claim within 30 days of accepting it, through Whop where the original payment was made through Whop, otherwise by bank transfer.

6. How to request a refund

- 1 Email us at the address at the top of this document with your order email, the product or engagement, the date of purchase, and what you want resolved.

- 2 Give us the chance to fix it first. Most requests are a delivery, access, or expectation problem we can solve the same week.
- 3 We will respond within 5 business days and reach a decision within 14 days of receiving the information we need.
- 4 If we approve a refund, we instruct Whop to reverse the payment to your original payment method, typically within 3 to 5 business days after we approve it. We refund the full amount you paid, and we cannot refund to a different method or a different person.

7. Partial refunds and goodwill

We may offer a partial refund, credit, extension, or additional work where that is the fairest outcome. A goodwill resolution in one case is not a precedent and does not change this Policy.

8. Payment disputes and chargebacks

CONTACT US BEFORE YOUR BANK. Filing a card dispute or chargeback without first using Section 6 is a breach of our Terms of Service. It removes money and time from a problem we can usually solve directly, and it voids any guarantee under Section 5.2.

If you file a dispute anyway: we will respond with the evidence available to us, which typically includes this Policy and the Terms you accepted at checkout, your Order, access and delivery logs, session records, and our correspondence with you. We may suspend your access and any outstanding delivery while a dispute is open. Where a dispute is resolved in our favour, or where you file one in breach of this Section, we may recover the resulting fees and reasonable costs from you and may decline future business. Nothing here limits any right you have under card-network rules or applicable law to dispute a charge; we simply ask you to use Section 6 first.

9. Changes

We may update this Policy. The version in force at the time of your purchase governs that purchase, and changes never reduce a guarantee already in force under a signed Addendum.