

Refund Policy

Effective Date: January 8th, 2026

Kuro Network Limited ("we," "us," or "our") provides digital products and services. Due to the nature of these offerings, all sales are final, and refunds are generally not available. Please review our refund policy below.

1. No Refunds on Digital Products

Once a product or service is delivered, it is considered fulfilled. Delivery is defined as granting access to the digital assets or services purchased.

- **Digital Nature:** Digital products are non-returnable and irreversible; therefore, no refunds can be issued.
- **Successful Delivery:** If access to a product or service is provided, the transaction is considered completed.

2. Subscription Payments

- Subscriptions are billed every 30 days via credit card on the Whop.io platform.
- **Failed Payments:** If a payment fails, access to digital assets is suspended. A 2-3 day grace period may be allowed for users to update payment details, but this is not guaranteed.
- **No Subscription Refunds:** Refunds for subscription payments will not be issued once the billing cycle begins, even if access is later suspended due to non-payment. Subscription costs are non-refundable under all circumstances.

3. Ad Account Balance Refunds

While subscription payments are non-refundable, any remaining balance in ad accounts is eligible for refund:

- **Unused Ad Spend:** Any funds remaining in your ad account that have not been spent on advertising campaigns may be refunded upon request.
- **Processing:** To request a refund of your ad account balance, please contact us at support@kuronet.io with your account details.
- **Timeline:** Ad account balance refunds will be processed within 7-14 business days of approval.

- **Exclusions:** Only the unused ad spend balance is refundable. Subscription fees, setup fees, service charges, and other non-ad-spend costs are not refundable.

4. Guarantee of Service Functionality

Kuro Network Limited guarantees that all delivered digital products and services will function as described on the homepage or product pages.

- **Resolution of Issues:** If an asset is restricted or banned for reasons outside the user's control (e.g., platform policy changes), Kuro Network Limited will replace or restore the asset at no additional cost, provided the user adheres to all policies and terms.
- **Policy Violations:** Refunds are not available if a ban or restriction occurs due to the user's violation of Kuro Network Limited policies or platform guidelines.

5. Exemptions from Refunds

Refunds will not be issued under the following conditions:

- User errors or misuse of delivered digital assets (e.g., logging in outside the setup or altering configurations).
- Violations of prohibited activities outlined in our Terms of Service.
- Changes to a user's circumstances (e.g., no longer needing the service).
- Subscription fees or service charges already paid.
- Setup fees, processing fees, or administrative costs.

6. Contact Us

If you encounter issues with your purchase or service, or wish to request a refund of your ad account balance, please contact us at support@kuronet.io to discuss potential resolutions.

Summary:

- **Digital products and subscription fees:** Non-refundable
- **Ad account balances:** Refundable upon request
- **Service issues:** We will work to resolve problems or replace assets when appropriate

By using our services, you acknowledge and agree to this refund policy.