

# Refund & Cancellation Policy

Last Updated: March 2026

At CodeSpring.app (“CodeSpring”), operated by Volkis Ltd, we provide access to digital software on a subscription basis. Access begins immediately upon purchase. Because this is a digital product with instant access, all sales are final unless a specific promotional guarantee applies as set out below.

## 1. Refunds

### 1.1 No refunds.

We do not offer refunds for subscription purchases (monthly or yearly) once a payment has been processed.

### 1.2

This applies regardless of usage (e.g., logging in, consuming credits, viewing any content, or not using the product).

### 1.3 Exception: platform-wide access failure.

If a verified, material technical issue on our side prevents you from accessing the platform entirely for more than 72 consecutive hours after purchase (and we are unable to remedy it), we may, at our discretion, offer a proportionate credit or refund.

### 1.4 Promotional Guarantees.

From time to time, CodeSpring may offer a limited satisfaction guarantee during specific promotional events (e.g., a 7-day money-back guarantee for attendees of a specific webinar or live event). Where such a guarantee is offered:

- It applies only to users who purchased during that specific promotion and were explicitly presented with the guarantee;
- The refund request must be made within the stated timeframe (e.g., 7 days from the date of purchase);
- Refund requests must be submitted via support@codespring.app with reasonable detail of the reason for dissatisfaction;
- This guarantee overrides Section 1.1 only for the scope and duration of the specific promotion;
- CodeSpring reserves the right to verify eligibility and may request proof that the user participated in the qualifying promotion.

## 2. Governing Document

### 2.1

This Refund & Cancellation Policy is the governing document for all refund-related matters. In the event of any conflict between a verbal or on-screen statement made during a webinar, presentation, or promotional event and the terms of this written policy, this written policy prevails.

## 2.2

Promotional guarantees are valid only to the extent described in Section 1.4 above and as documented in writing at the time of purchase.

## 3. Cancellations

### 3.1

Subscriptions renew automatically unless cancelled before the next billing date.

### 3.2

You can cancel anytime by contacting support@codespring.app or through your account settings.

### 3.3

Cancellation stops future billing; access continues until the end of your current billing period.

### 3.4

We do not provide partial refunds for unused time, credits, or features.

## 4. Digital Product Access Waiver

### 4.1

By subscribing, you request and receive immediate access to digital content and waive the 14-day withdrawal right under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

## 5. Support & Resolution Process

### 5.1 Official support channels:

- In-app support / help desk (preferred)
- Email: support@codespring.app

### 5.2 Direct resolution requirement.

You agree to first contact CodeSpring via the official channels above and allow us a reasonable opportunity of 24 hours to investigate and resolve any issues before initiating any external complaint, dispute, or chargeback.

### 5.3 External “resolution centres.”

Third-party resolution portals (e.g., marketplace “resolution centres” or payment platform message threads) are not our primary support method and may delay resolution. If you open such a case within 24 hours of purchasing or without first using our support as set out in 5.1–5.2, we may treat that as a breach of this policy and of our Terms of Service.

### 5.4 Evidence & cooperation.

You agree to cooperate with reasonable requests for information and troubleshooting (e.g., device/browser details, screenshots, timestamps). We log security and usage signals (including IP addresses, login activity, and credit usage) to verify access and usage.

## **6. Payment Disputes & Chargebacks**

### **6.1 No chargebacks for accessible services.**

By purchasing, you agree not to initiate a chargeback or payment dispute for services that were accessible to you or provided as described.

### **6.2 If you dispute anyway:**

- We will submit evidence of access/usage and our policies to the payment provider.
- If the dispute is resolved in our favour, your access will remain subject to our Terms of Service.
- If your dispute results in a reversal, CodeSpring will (a) suspend or terminate your account, (b) revoke licences/credits, and (c) seek recovery of the fees and reasonable third-party dispute costs.

### **6.3 Administrative fee.**

Where permitted by law and by your payment provider's rules, an administrative charge of £29 may be applied to cover dispute handling costs if you initiate a dispute without first following the Support & Resolution Process in Section 5.

## **7. Abuse & Fair Use**

### **7.1**

We may suspend or terminate access (without refund) in cases of abuse, fraudulent activity, or violations of our Terms of Service, including excessive or automated credit consumption intended to evade fair use.

## **8. Changes to This Policy**

### **8.1**

We may update this policy at any time. Changes take effect upon posting to our website.

### **8.2**

You are responsible for reviewing this policy periodically.

## **9. Contact**

Volkis Ltd, trading as CodeSpring.app

Email: support@codespring.app

Website: CodeSpring.app