

# BAK GROUP

## Return & Refund Policy

*Last Updated: April 2026*

Thank you for choosing **BAK GROUP**. We pride ourselves on delivering high-end custom SaaS, Enterprise AI solutions, and premium digital infrastructure.

Because of the digital and proprietary nature of our products and services, we enforce a strict, transparent, and fair Return and Refund Policy. By purchasing or subscribing to any product from BAK GROUP via the Whop.com platform, you explicitly agree to the following terms.

### 1. Digital Products & SaaS Access

All sales of digital products, software access, and dashboard integrations are **final**.

- Unlike physical goods, digital software cannot be “returned.” Once a purchase is completed and access is granted to our servers or proprietary code, the value of the service has been delivered.
- We do not offer refunds, partial refunds, or credits for any digital subscription or one-time digital purchase after the transaction has been processed.

### 2. Free Trials & Subscription Renewals

We generously offer free trial periods (e.g., 3-day or 7-day trials) for our Personal, Business, and Pro plans to allow you to fully evaluate our software risk-free before committing financially.

- **Cancellation Responsibility:** It is the sole responsibility of the customer to cancel their subscription before the free trial period ends if they do not wish to be charged. Cancellations can be easily managed within your Whop.com dashboard.
- **Forgotten Cancellations: We do not issue refunds for forgotten trial cancellations or auto-renewals.** Once a trial converts into a paid subscription, the charge is final.
- If you cancel your active subscription, you will retain access to the software until the end of your current billing cycle.

### 3. Enterprise & Custom Deployments

Our Enterprise tier (e.g., \$1,000+ deployments) and custom engineering services require significant manual labor, server allocation, and personalized setup by our engineering team.

- Once an Enterprise purchase is made and the onboarding, consulting, or setup process has begun, the fee becomes **100% non-refundable**.
- In the rare event that BAK GROUP is entirely unable to deliver the promised custom infrastructure due to internal technical limitations, a refund may be issued at our sole discretion.

## 4. Chargebacks & Friendly Fraud

We monitor all transactions for fraud, including “friendly fraud” (when a customer uses the service but falsely claims to their bank that they did not authorize the charge).

- Initiating an unwarranted chargeback will result in the **immediate and permanent termination** of your BAK GROUP account, loss of all data, and a permanent ban from our services.
- This Refund Policy, along with your backend usage logs and IP address, will be directly submitted to our payment processor (Stripe) and your issuing bank to contest and reverse any fraudulent chargeback attempts.

## 5. Exceptional Circumstances

While our standard policy is strictly “No Refunds,” we understand that exceptional billing errors (e.g., being charged twice for the same transaction due to a platform glitch) may occasionally occur. If you believe there has been a duplicate billing error, please contact our support team immediately with your Order ID for investigation.

*For any billing inquiries or cancellation assistance, please reach out to our support team via our Whop store prior to your billing date.*