



Return & Refund Policy

Last Updated: February 13, 2026

Definitions and Key Terms

To help explain things as clearly as possible in this Return & Refund Policy, every time any of these terms are referenced, they are strictly defined as:

Cookie: small amount of data generated by a website and saved by your web browser. It is used to identify your browser, provide analytics, remember information about you such as your language preference or login information.

Company: when this policy mentions "Company," "we," "us," or "our," it refers to Axen, that is responsible for your information under this Return & Refund Policy.

Customer: refers to the company, organization or person that signs up to use the Axen Service to manage the relationships with your consumers or service users.

Device: any internet connected device such as a phone, tablet, computer or any other device that can be used to visit Axen and use the services.

Service: refers to the service provided by Axen as described in the relative terms (if available) and on this platform.

Website: Axen's site, which can be accessed via its URL.

You: a person or entity that is registered with Axen to use the Services.

Return & Refund Policy

Thanks for using Axen. We appreciate the fact that you like to use the services we build. We also want to make sure you have a rewarding experience while you're exploring, evaluating, and purchasing our products.

As with any shopping experience, there are terms and conditions that apply to transactions at Axen. We'll be as brief as our attorneys will allow. The main thing to remember is that by placing an order or making a purchase at Axen, you agree to the terms set forth below along with our Privacy Policy.

Important Notice: If there's something wrong with the product you bought, or if you are not happy with it, you will not be able to issue a refund for your item.

Refunds

We at Axen commit ourselves to serving our customers with the best products and services.

Our Refund Policy

- We DO NOT allow returns on sold products - online or through our platform.
- We DO NOT accept returned goods, as we believe that customers should get the best quality products.
- Refunds are NOT given for any purchases made - whether online or through our platform.
- We DO NOT encourage exchanges of our products.
- We DO NOT engage in reselling used products and discourage the same, because we cannot ensure the best quality products for our customers.

Due to the nature of digital services and software licenses, all sales are final. Once access to the Axen service has been granted, we are unable to offer refunds or returns.

Exceptions

In rare circumstances, exceptions may be considered on a case-by-case basis if:

- There is a technical issue with our service that prevents you from using the product as described
- You were charged incorrectly due to a system error
- You can demonstrate that the service did not function as advertised

All exception requests must be submitted within 7 days of purchase and will be reviewed by our support team.

Chargebacks

If you file a chargeback or dispute with your payment provider, your access to Axen will be immediately suspended pending resolution. False or fraudulent chargebacks may result in permanent account termination and legal action.

Your Consent

By using our app, registering an account, or making a purchase, you hereby consent to our Return & Refund Policy and agree to its terms.

Changes To Our Return & Refund Policy

Should we update, amend or make any changes to this document so that they accurately reflect our Service and policies. Unless otherwise required by law, those changes will be prominently posted here. Then, if you continue to use the Service, you will be bound by the updated Return & Refund Policy. If you do not want to agree to this or any updated Return & Refund Policy, you can delete your account.

Contact Us

If, for any reason, You are not completely satisfied with any good or service that we provide, don't hesitate to contact us and we will discuss any of the issues you are going through with our product.

Via Discord: Join our Discord community <https://discord.com/invite/RWAhAnVpCp>

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