

Refund / Cancellation Policy

Cancellation vs Refund

Cancellation stops future renewals but does not automatically reverse prior charges.

If you cancel, your account remains active through the end of the paid billing period.

First-Time Purchase Refunds

First-time subscription purchases may request a refund within 7 calendar days of the initial charge.

After that period, charges are generally non-refundable except where required by law.

Renewal Charges

Renewal subscription charges are generally non-refundable once processed.

Upgrades / Downgrades

Plan upgrades may create prorated charges or credits through Stripe.

Plan downgrades may create immediate feature changes and billing adjustments depending on Stripe billing configuration.

Discounts / Coupons / Promotions

Refunds for discounted or promotional purchases are limited to the actual amount paid.

Unused promotional value has no cash value.

Abuse Prevention

We may deny refunds where there is fraud, misuse, repeated refund abuse, or violation of policies.

How to Request

Email hello@gritseller.com with account details and request reason.