

# Return Policy

How cancellations, refund requests, and digital-product returns work for Stream Katcher plans and services.

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Stream Katcher provides digital software and digital services. There are no physical products to ship back. This Return Policy explains how to cancel recurring access, request a refund, and report a problem with Pro, Lifetime, Turbo Download, or another paid digital feature.

## 01 / Important information

### Start with the plan and provider shown at checkout.

- There is no physical return, shipping label, or restocking process for Stream Katcher digital products.
  - A subscription cancellation stops a future renewal; it is not automatically a refund for time already started.
  - Refund requests are reviewed under the checkout terms, any payment-provider process, this policy, and applicable law.
  - Your mandatory consumer and statutory rights are not removed by this policy.
  - A voluntary refund window of 14 calendar days applies to all Stream Katcher products and paid digital services. No additional eligibility condition applies to a request made within that window.
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## 02 / Pro subscriptions

### Cancel before the next renewal when you only want to stop future charges.

Pro is a recurring subscription when the checkout identifies it as recurring. You can cancel using Whop's customer or membership controls, or request help through the Feedback page. Cancellation normally prevents the next renewal and leaves access available until the end of the period already paid for, subject to Whop's process and applicable law.

Cancellation alone does not create a refund for the current period. A refund request made within 14 calendar days after the relevant purchase or renewal charge is eligible without an additional condition. After that window, we may review a refund when required by law, when a material service problem cannot be repaired within a reasonable time, when a duplicate or incorrect charge occurred, or when Whop's policy provides a refund path.

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#### 03 / Lifetime and one-time purchases

## Digital access is delivered without a physical item.

Lifetime is a one-time digital purchase when the checkout identifies it as one-time. A refund may be considered for a duplicate or incorrect charge, a material failure to deliver the purchased entitlement, or another situation required by applicable law or the checkout terms.

After 14 calendar days from the relevant purchase, a change-of-mind refund is not promised unless the checkout terms, Whop's policy, or applicable law gives you that right. A Lifetime purchase does not guarantee that every future platform, source website, provider, feature, or format will remain available.

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#### 04 / Turbo Download and other digital features

## Report access or installation problems promptly.

Turbo Download, extension features, cloud export, Library sync, and other digital features may depend on the plan, operating system, browser, source website, account entitlement, and third-party provider. A refund request for any of these paid features made within 14 calendar days is eligible without an additional condition. If a paid feature is unavailable because of a Stream Katcher defect, contact support with the plan, purchase email, operating-system version, extension version, and a short description of the problem.

We may first offer troubleshooting, an update, a replacement access path, or another reasonable remedy. Do not send passwords, OAuth tokens, full payment-card details, or private media files in a support request.

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#### 05 / How to request a refund

## Include enough information for us to find the transaction.

Submit a request through the Feedback page, email [hongducmmo@gmail.com](mailto:hongducmmo@gmail.com), or Whop's refund workflow. We may ask for the purchase email or order identifier only to locate the transaction; this is not an eligibility condition. Include:

Use the Whop order or Resolution Center flow when available and contact Stream Katcher if the product issue needs technical support. Whop may make the final payment decision or require transaction information to process the refund.

- the email address used for the purchase;
- the order, membership, or transaction identifier if available;
- the plan and approximate purchase date;
- the reason for the request and the problem you experienced; and
- safe screenshots or diagnostic details only when they do not reveal credentials or private content.

06 / Review and processing

## Refunds return through the original payment method when approved.

We may verify account ownership, purchase status, entitlement status, delivery, usage, duplicate charges, and the reported problem before making a decision. If a refund is approved, the paid entitlement may be revoked or adjusted and the payment is returned through the original provider and payment method where possible.

The date that funds appear depends on Whop, the bank, card issuer, and payment method. Whop may decline or delay a refund under its rules, fraud checks, dispute process, or legal obligations.

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07 / Chargebacks and duplicate payments

## Give support a chance to resolve billing errors.

If you see a duplicate, unauthorized, or incorrect charge, contact Whop and Stream Katcher promptly. We will review the account and transaction metadata available to us. This does not limit any right to contact your bank, card issuer, or Whop when a transaction is genuinely unauthorized or the law permits a dispute.

If a chargeback or reversal removes a payment, the related entitlement may be suspended or revoked while the transaction is reviewed.

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08 / Changes and contact

## The policy in effect at purchase helps determine the request.

We may update this Return Policy when plans, Whop processes, or applicable requirements change. The date at the top identifies the latest version. Changes do not remove mandatory rights or rewrite a completed transaction without a lawful basis.

This Return Policy is provided by Nguyễn Hồng Đức. The address for legal notices is 30A Hang Tre, Long Binh, Ho Chi Minh, Viet Nam. This policy is governed by the laws of Vietnam. Any dispute will be handled by the competent courts of Vietnam, subject to any mandatory rights that apply to you.

For a return, refund, cancellation, or digital-access problem, use the Feedback page on the Stream Katcher website or email hongducmmo@gmail.com. Please do not include passwords, payment credentials, authentication codes, or private media files.