

## Return and Cancellation Policy for Commercial Discord Access

Last Updated: [08/01/2023]

Thank you for choosing Commercial's access to our Discord community of 3PL agents and suppliers. This policy outlines the terms and conditions for cancellations and refunds associated with your membership.

**1. Cancellation Process:** To cancel your membership and avoid future charges, you must initiate the cancellation process through our designated platform, [whop.com](https://whop.com). Follow the steps below to cancel your membership:

Log in to your account on [whop.com](https://whop.com).  
Navigate to the "Account Settings" or "Membership Management" section.  
Locate the option to "Cancel Membership" or similar wording.  
Follow the prompts to complete the cancellation process.

**Please note\*\*\*** that failing to cancel your membership through [whop.com](https://whop.com) may result in continued charges. We are not responsible for charges incurred due to failure to cancel as specified.

**2. Cancellation Deadlines:** To avoid being charged for the next billing cycle, you must complete the cancellation process before your current billing cycle ends. Failure to cancel before this deadline will result in charges for the subsequent billing period.

**3. Refunds and Prorated Charges:** Commercial does not offer refunds for memberships that have already been billed. If you cancel your membership after a billing cycle has started, you will not receive a refund for the remaining days of that billing cycle. Your membership will remain active until the end of the current billing cycle, at which point it will not be renewed.

**4. Disputed Charges:** If you believe you were charged in error despite having canceled your membership on time, please contact our customer support team at [[discord](#) by opening a general inquiry] within [3] days of the disputed charge. We will investigate and resolve the issue promptly.

**5. Changes to this Policy:** Commercial reserves the right to modify or amend this Return and Cancellation Policy at any time. Any changes will be effective immediately upon posting to our website.

By purchasing a membership and accessing the Commercive Discord community, you acknowledge that you have read, understood, and agree to abide by the terms outlined in this Return and Cancellation Policy.

For any questions or concerns regarding this policy or the cancellation process, please contact our customer support team by opening a ticket in discord general inquiry.