

LIGHT SWORD TRAINING ACADEMY

Light Sword Training Academy Whop App Refund & Service Policy

At Light Sword Training Academy, we prioritize your satisfaction and aim to provide a seamless digital experience. Our refund and service policies have been designed specifically for our digital training programs delivered through the Whop platform.

Refund Policy

Satisfaction Period (First 7 Days)

If you're dissatisfied with your digital purchase, you may request a refund within 7 days of purchase, provided you've accessed less than 20% of the content. Refunds will be issued for the full purchase price. For subscription services, you may cancel within 7 days of purchase or renewal for a full refund of the current billing period.

After 7 Days but Within 30 Days

For issues reported after 7 days but within 30 days of purchase, we offer:

- Technical support to resolve functionality issues
- Partial store credit at our discretion
- Access to alternative or updated content when available

Digital Service Assurance

Our 30-Day Service Assurance covers technical functionality issues that significantly impact your ability to access or use the digital content as advertised. However, our Service Assurance does not cover issues resulting from:

- Unauthorized account sharing
- Incompatible devices or software
- User error
- Activities unrelated to normal use of the digital training programs

Technical Support Process

Issue Documentation

If you experience technical issues with our Whop app, please document the problem with screenshots or screen recordings before submitting a support request. This documentation assists us in accurately diagnosing the problem.

Support Process

1. Submit your support request through the Whop Resolution Center with your documentation
2. After reviewing your documentation, we will provide troubleshooting steps to resolve the issue
3. If troubleshooting is unsuccessful, we will work to provide fixes, updates, or alternative access methods at no additional cost

LIGHT SWORD TRAINING ACADEMY

4. If we cannot resolve critical functionality issues within 7 days of your support request, you may be eligible for a refund, store credit, or alternative digital product

Resolution Timeframes

Technical support requests are typically addressed according to the following schedule:

- Initial response within 1-2 business days
- Technical issue resolution typically within 3-7 business days
- Refund processing within 5-7 business days after approval

Refund Process

To request a refund, please use the Whop Resolution Center by following these steps:

1. Sign in to your Whop account
2. Select your purchase
3. Click "Request a refund"
4. Follow the on-screen instructions and provide details about your request

The Resolution Center serves as a direct channel for communication between you and our team. Your refund request will be directed to our team initially, and if necessary, Whop will be available to assist.

Non-Eligible Scenarios

Digital products are not eligible for refunds in the following situations:

- More than 30 days have passed since purchase
- More than 20% of the content has been accessed or downloaded
- Account or access credentials have been shared with unauthorized users
- The request is based solely on dissatisfaction with content style, teaching methodology, or personal preference changes that do not constitute quality or functionality issues.

Promotional Content Policy

Promotional or discounted digital content is final sale and not covered under the standard Light Sword Training Academy Service Assurance. Such content is not eligible for refunds but may be eligible for exchange or store credit at our discretion, with a service fee of up to 20% to cover administrative costs.

iOS In-App Purchases

For purchases made through the iOS app, refunds must be requested directly through Apple according to their policies. Light Sword Training Academy cannot process refunds for in-app purchases made through the Apple App Store.

LIGHT SWORD TRAINING ACADEMY

International User Policy

Our digital services are available internationally. Refund policies apply equally to all users regardless of location, subject to local consumer protection laws. Please note that some features may vary by region due to licensing restrictions.

Digital Product Exchanges

To exchange one digital product for another, please request a refund for your current product through the Whop Resolution Center and then purchase the desired product. You do not need to wait for the refund to be processed before making your new purchase.

Third-Party Marketplace Policy

Light Sword Training Academy is the authorized provider of our digital content on the Whop platform. We do not assume responsibility for our content purchased through unauthorized third-party retailers and cannot provide refunds or support for such purchases.

For any questions or to discuss refund options, please contact our support team.