

Refund Policy and Contract Withdrawal

Nexorio s. r. o. · version 1.3 · 9 October 2026

Supplier: Nexorio s. r. o., Slovak company ID (IČO) 55 918 263, Palánok 1, 949 01 Nitra, Slovakia. Contact for withdrawal, commercial refunds and defects: denis@nexorio.io. Telephone: +421 914 131 415.

1. The offer's simple rule

For a one-time digital product, **consumers and business buyers have 14 days to request a full refund without giving a reason, including after accessing or downloading the content.** There is no administration charge for using this policy.

Consumers also have applicable statutory withdrawal rights. For business buyers, this policy is a contractual commercial benefit. These two legal bases are distinct. Mandatory consumer rights, including remedies for non-delivery or defects and any legally extended withdrawal period due to missing information, are not restricted by this 14-day commercial policy.

2. Consumer withdrawal

Consumers have statutory withdrawal rights under applicable law. Early supply of digital content starts after separate information, acknowledgement and express consent; confirmation is provided on a durable medium. The act may take place in checkout or after purchase, always before the first supply. If the legal conditions are met, the statutory right may end when supply starts. **Nexorio nevertheless gives consumers a contractual full refund within 14 days of contract formation without giving a reason, even after opening or downloading.** Without consent to early supply, content is delivered after 14 days; the commercial refund period does not restart at first opening. This rule covers the purchased digital content and associated online access. Statutory rights for any digital service are not automatically governed by the digital-content exception. Individual services have their own written agreement.

To meet the deadline, send an unequivocal withdrawal notice before the period expires. Our model form is optional. You may email denis@nexorio.io or send a letter to the supplier's address. Include your name, purchase email and order identifier, or enough information to locate the contract. An undocumented phone conversation may make timely notice harder to demonstrate; written communication is practical, not asserted to be the only legally valid method in every case.

The **"Withdraw from contract here"** function is at <https://bubenikdenis.com/withdrawal> and <https://bubenikdenis.com/odstupenie>. Provide your name, contract identification and confirmation email; no reason or sign-in is required. Review the details, then submit using **"Confirm withdrawal from contract"**. You can save a TXT confirmation containing your notice, reference, submission date and time; we also send it to the email provided. Confirmation of receipt does not mean a refund has been completed. If submission fails, use email or a letter and keep evidence of timely sending.

3. Commercial refunds for business buyers

Business buyers may request a full refund without giving a reason within 14 days of contract formation using the same contact address. Whop also supports Orders → Billing history → relevant payment → Request Refund. Purchase identification and a clear request under this policy are sufficient; evidence of a financial outcome is not required.

If the request is timely and the paid order can be identified, the full price will be returned. This commercial benefit does not automatically give a business buyer all consumer-law protections or consumer ADR rights.

4. Processing and repayment

We acknowledge the notice or request and initiate repayment through the payment channel used. Consumer withdrawal repayments will be made without undue delay and within the applicable statutory 14-day period after receipt of the notice, using the same means unless another method is expressly agreed without additional buyer costs. The same processing deadline applies to a timely business refund under this policy.

The refund covers the full amount actually paid for the refunded product, including applicable transaction tax if charged. The seller's internal payment-processing fees are not deducted from the buyer's refund. Credit to the buyer's account depends on their bank and payment method; use the transaction identifier to check progress. Initiating a refund and the bank crediting it are distinct events.

5. Access and licence after refund

Withdrawal or a full refund removes online access to the refunded product and ends its licence. The buyer must stop using the refunded guides and templates and remove copies to the extent they contain licensed materials. The buyer may retain their own original business data, accounting records and transaction evidence where there is a lawful reason to do so. A downloaded ZIP cannot be technically recalled; licence obligations still apply.

Expiry of the ordinary 731-day online access period (at least 24 months) is different from a refund. Properly downloaded materials may continue to be used internally under the EULA after ordinary expiry.

6. Defects and non-delivery are separate

For a damaged file, missing purchased content or failed entitlement, contact denis@nexorio.io with the order identifier and issue. Mandatory remedies for non-conforming digital supplies do not automatically end after the commercial 14-day window. This policy must not be used to reject a valid statutory claim.

7. Model notice

To: Nexorio s. r. o., Palánok 1, 949 01 Nitra, Slovakia; denis@nexorio.io.

I hereby give notice of withdrawal from my contract for the following digital product. If I purchased as a business buyer, I request a commercial refund under the offer's 14-day policy.

- Product and tier:
- Order/payment identifier or other information enabling us to locate the contract:
- Contract/purchase date:
- Buyer name or business name:
- Email used at purchase:
- Buyer address:
- Notice date:
- Signature only if submitted on paper:

Toolkit scope and optional community

A refund concerns the identified paid toolkit purchase. Other valid purchases retain their own rights. A separate free community membership is not a paid benefit or a prerequisite for a refund request, and is governed by its own conduct rules. Community moderation does not itself cancel paid product rights.