

Potion Alpha Return and Refund Policy

Effective Date: December 13, 2024

1. Digital Services Non-Refundable

- **Crypto Payments:**

Payments made using cryptocurrencies are **non-refundable**. All crypto transactions are final.

- **Fiat Payments via Whop:**

For payments processed through our partner Whop, **all payments are final**. Refunds will not be issued.

2. Refund Process for Fiat

- **Disputes and Refunds:**

Users may attempt to resolve disputes or payment-related issues directly through the **Whop platform's support services**.

3. Membership and Access

- **Access Issues:**

No refunds will be provided for delays or issues in accessing services due to:

- User error (e.g., failure to link Discord accounts properly).
- Technical issues **outside of Potion Alpha's control**.

- However, we will work diligently to resolve any access-related concerns promptly.

- **Cancellation:**

Subscriptions can be canceled at any time, but no **prorated refunds** will be issued for the remaining portion of the billing cycle. Access will remain active until the end of the current billing period.

- **Delays or Misconnections:**

Should there be any delay in activating your membership due to account linking

issues or other technical reasons, **no refunds will be provided.**

4. Exceptions

- **Service Termination:**

In the event Potion Alpha ceases operations, **pro-rated refunds for unused time** may be considered for fiat payments at our discretion.

- **User Error:**

If a user pays for a service but fails to utilize it due to their own error (e.g., not connecting accounts), **no refund will be issued.**

5. Changes to Policy

Any updates or changes to this policy will be communicated through our platform. Continued use of Potion Alpha's services following updates constitutes acceptance of the new terms.

6. Contact for Refund Requests

For inquiries related to payments or resolving fiat transaction issues, please contact support through the **Whop platform.**

By making a purchase, you acknowledge and agree to the terms outlined in this Return and Refund Policy.