

# REFUND POLICY

IMPORTANT: ALL REFUNDS ARE PROCESSED THROUGH THE WHOP PLATFORM. PLEASE REFER TO WHOP'S REFUND PROCEDURES FOR SPECIFIC INSTRUCTIONS ON HOW TO REQUEST A REFUND.

## 1. INTRODUCTION

This Refund Policy applies to all purchases made through Scoreify's website ([whop.com/scoreify](https://whop.com/scoreify)) and outlines the conditions under which refunds may be issued. By using our services, you agree to the terms of this Refund Policy.

## 2. REFUND ELIGIBILITY

### 2.1. Performance-Based Refund

If, after using our service for a full 30-day subscription period, the listed restrictions are not removed or your Facebook performance has not improved, we will refund the full amount of your subscription.

### 2.2. Proof of Non-Performance

To qualify for a refund, you must provide documentation showing that:

- a) The restrictions on your Facebook advertising account remain in place despite using our service, and/or
- b) Your Facebook advertising performance metrics have not improved compared to the 30-day period before using our service.

### 2.3. Refund Request Timeline

All refund requests must be submitted within 7 days after the end of your 30-day subscription period. Requests submitted after this timeframe may not be eligible for a refund.

## 3. REFUND PROCESS

### 3.1. How to Request a Refund

All refunds are processed through the Whop platform. To request a refund, please follow the process outlined in Whop's refund guidelines available at: <https://help.whop.com/en/articles/9294608-how-to-request-a-refund>

Include documentation supporting your refund claim based on our eligibility criteria.

### 3.2. Review Process

We will review your refund request within 5 business days. We may request additional information or documentation to validate your claim.

### **3.3. Refund Method**

Refunds will be processed by Whop using the same payment method used for the original purchase. The timing of refund processing is subject to Whop's policies and procedures.

## **4. EXCLUSIONS AND LIMITATIONS**

### **4.1. Non-Eligible Circumstances**

Refunds will not be issued under the following circumstances:

- If you violated our Terms of Service.
- If you didn't follow our recommended implementation instructions.
- If external factors (such as Facebook policy changes) affected your account during your subscription period.
- If you've already received a partial or full refund for the same purchase.

### **4.2. Partial Usage**

If you cancel your subscription before the end of the 30-day period, you will not be eligible for the performance-based refund guarantee.

## **5. CHANGES TO THIS REFUND POLICY**

We reserve the right to modify this Refund Policy at any time. Changes will be effective immediately upon posting to our website. Your continued use of our services following any changes indicates your acceptance of such changes.

## **6. CONTACT US**

If you have any questions about this Refund Policy, please contact us at: **support@scoreify.net**