

Refund & Cancellation Policy

Last Updated: October 9, 2025

At CodeSpring.app ("CodeSpring"), we provide access to digital software on a subscription basis. Access begins immediately upon purchase. Because this is a digital product with instant access, **all sales are final**.

1) Refunds

1.1 **No refunds.** We do not offer refunds for subscription purchases (monthly or yearly) once a payment has been processed.

1.2 This applies regardless of usage (e.g., logging in, consuming credits, viewing any content, or not using the product).

1.3 **Exception - platform-wide access failure.** If a verified, material technical issue on our side prevents you from accessing the platform entirely for more than 72 consecutive hours after purchase (and we are unable to remedy it), we may, at our discretion, offer a proportionate credit or refund.

2) Cancellations

2.1 Subscriptions renew automatically unless cancelled before the next billing date.

2.2 You can cancel anytime by contacting support@codespring.app

2.3 Cancellation stops future billing; access continues until the end of your current billing period.

2.4 We do not provide partial refunds for unused time, credits, or features.

3) Digital Product Access Waiver

3.1 By subscribing, you request and receive immediate access to digital content and **waive the 14-day withdrawal right** under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

4) Support & Resolution Process (Use Our Channels First)

4.1 **Official support channels.**

- In-app support/help desk (preferred)
- Email: **support@codespring.app**

4.2 Direct resolution requirement. You agree to first contact CodeSpring via the official channels above and allow us a reasonable opportunity of 24 hours to investigate and resolve any issues **before** initiating any external complaint, dispute, or chargeback.

4.3 External “resolution centres.” Third-party resolution portals (e.g., marketplace “resolution centres” or payment platform message threads) are **not** our primary support method and may delay resolution. If you open such a case within 24 hours of purchasing or without first using our support as set out in 4.1–4.2, we may treat that as a breach of this policy and of our Terms of Service.

4.4 Evidence & cooperation. You agree to cooperate with reasonable requests for information and troubleshooting (e.g., device/browser details, screenshots, timestamps). We log security and usage signals (including IP addresses, login activity, and credit usage) to verify access and usage.

5) Payment Disputes & Chargebacks

5.1 No chargebacks for accessible services. By purchasing, you agree not to initiate a chargeback or payment dispute for services that were accessible to you or provided as described.

5.2 If you dispute anyway:

- We will submit evidence of access/usage and our policies to the payment provider.
- If the dispute is resolved in our favour, your access will remain subject to our Terms of Service.
- If your dispute results in a reversal, CodeSpring will **(a)** suspend or terminate your account, **(b)** revoke licences/credits, and **(c)** seek recovery of the fees and reasonable third-party dispute costs.

5.3 Administrative fee. Where permitted by law and by your payment provider’s rules, an **administrative charge of £29** may be applied to cover dispute handling costs if you initiate a dispute without first following the Support & Resolution Process in Section 4.

5.4 No “resolution case” management. “Resolution cases” opened with third parties are not how we manage support. Opening such a case does not replace your obligation to work with us directly under Section 4.

6) Abuse & Fair Use

6.1 We may suspend or terminate access (without refund) in cases of abuse, fraudulent activity, or violations of our Terms of Service, including excessive or automated credit consumption intended to evade fair use.

7) Changes to This Policy

7.1 We may update this policy at any time. Changes take effect upon posting to our website.

7.2 You are responsible for reviewing this policy periodically.

8) Contact

Email: support@codespring.app

Website: CodeSpring.app