

Return Policy (Digital Goods)

Last updated: 25/11/25

All purchases made through Whop are subject to the following conditions:

Refund Window:

We offer refunds within **1 hour** of purchase. This short window exists to prevent misuse of digital products such as scripts, macros, and configuration files.

Refunds within that window are granted only if:

- You did not receive access to your Whop purchase,
- Or a verified technical issue on our end prevents product usage.

Outside the 1-hour window, all sales are final.

However, at **Shock**, we value fairness and customer satisfaction.

If both parties come to a **reasonable agreement**, we may issue a refund at our discretion through Whop support tools.

Chargebacks & Disputes:

If a dispute or chargeback is filed without contacting us first, we will respond through Whop using full delivery evidence (access logs, timestamps, download activity, Discord join logs). Fraudulent chargebacks may result in permanent access removal.