Refund Policy

For Stratonyx digital reports, subscriptions, consultations, and credits

Effective date: May 18, 2026

Company: Stratonyx Inc.

Website: https://stratonyx.com

1. Overview

This Refund Policy explains how Stratonyx Inc. handles refunds, cancellations, subscription renewals, failed payments, duplicate charges, and digital-service delivery for purchases made through https://stratonyx.com. It should be read together with the Terms of Service and Privacy Policy.

Because Stratonyx sells personalized digital metaphysics reports and related services that may be generated or delivered immediately after purchase, refund eligibility depends on product type, delivery status, and applicable consumer-protection laws.

2. Product Categories

- Instant or automated digital reports, such as BaZi/Four Pillars, annual forecast, relationship compatibility, career, wealth, or health-reflection reports.
- Consultation or human-reviewed services, such as scheduled readings, custom analysis, or advisory sessions.
- Subscriptions, memberships, credits, or bundles that provide access to digital tools, reports, or premium content.
- Promotional products, trials, beta features, or discounted packages, where product-specific terms may also apply.

3. General Refund Rules

Unless required by law or stated otherwise at checkout:

- Digital reports that have already been generated, downloaded, accessed, or delivered are generally non-refundable because they are personalized digital content.
- If a technical failure prevents delivery and we cannot reasonably resolve it, we may provide a replacement, credit, or refund.
- Duplicate charges, clearly mistaken charges, or unauthorized transactions should be reported promptly. We will investigate and may issue a refund where appropriate.
- Consultation services may be refundable or reschedulable if canceled within the stated cancellation window. Missed appointments, late cancellations, or completed consultations are generally non-refundable.
- Promotional, trial, and discounted purchases may be non-refundable unless required by law.

4. Refund Request Window

Refund requests should be submitted within 14 days after purchase unless a longer period is required by law or shown at checkout. Requests submitted after the applicable window may be denied unless the issue involves duplicate billing, fraud, or a legal requirement.

5. EU, UK, and Consumer Cancellation Rights

If you are a consumer in the European Union, United Kingdom, or a jurisdiction with statutory withdrawal rights, you may have a legal right to cancel certain online purchases within a cooling-off period. However, for digital content or digital services, you may lose the right of withdrawal after immediate performance begins or after digital content is supplied if you have given the required consent and acknowledgment where applicable.

We will present any required consent, acknowledgment, or product-specific cancellation disclosures at checkout where legally required. Nothing in this Refund Policy limits non-waivable consumer rights.

6. Subscriptions and Renewals

You may cancel a subscription through your account settings, payment provider, or by contacting support before the renewal date. Cancellation prevents future renewals but does not automatically refund current or past billing periods unless required by law or separately approved by us.

If a subscription renews and you intended to cancel, contact us promptly. We may consider refunds for unused renewal periods case by case, especially where the request is made soon after renewal and no paid benefit has been used during the renewal period.

7. Credits and Bundles

Credits, report packs, or bundles may expire, be subject to usage limits, or be non-transferable as described at checkout. Unused credits are generally non-refundable unless required by law, a technical issue prevents use, or we discontinue the relevant Service without providing a reasonable substitute.

8. Technical Problems

If a technical problem prevents you from accessing a purchased report or service, contact support with your order number, account email, screenshots if available, and a description of the issue. We will try to restore access, regenerate the report, provide a replacement, issue credit, or refund the purchase depending on the circumstances.

9. Chargebacks and Payment Disputes

If you initiate a chargeback or payment dispute, we may suspend access to the disputed product or account while the dispute is investigated. Contacting us first often allows faster resolution. We reserve the right to contest chargebacks that appear fraudulent, abusive, or inconsistent with this Policy and applicable law.

10. How Refunds Are Processed

Approved refunds are generally returned to the original payment method. Processing times depend on payment processors, card networks, banks, and local rules. We are not responsible for delays caused by third-party payment providers or financial institutions.

11. How to Request a Refund

Email support@stratonyx.com with the subject “Refund Request” and include: account email, order number, purchase date, product name, reason for request, and relevant evidence such as screenshots or error messages.

12. Changes

We may update this Refund Policy from time to time. The policy in effect at the time of purchase generally applies to that purchase unless a newer policy is more favorable to you or a legal requirement applies.