

Refunds and digital delivery

Effective 16 September 2026

We do not offer voluntary change-of-mind refunds once digital delivery has begun. Your statutory cancellation rights, remedies for problems with the product, and rights under Whop's applicable policies remain protected.

1. What this policy covers

This policy applies to new purchases of the Export Partner Guide and Export Partner Launch Kit made through Whop from the date above. These are digital products supplied electronically after successful payment. No physical items are shipped. Each package is a one-time purchase, not a subscription.

Please review the package contents, format and software requirements before purchasing. This policy does not reduce rights attached to an earlier purchase.

2. Change-of-mind refunds and cancellation

Once digital delivery has begun, we do not offer additional, voluntary refunds simply because you change your mind. This restriction applies only where it is permitted by law and Whop's applicable policies.

If you are a consumer in the UK, EU or EEA, you generally have 14 days after the contract is concluded to cancel without giving a reason. For digital content, this right can end when supply starts only if you have expressly agreed to immediate supply, acknowledged that you will lose the cancellation right, and received the legally required confirmation in a form you can keep.

We will not treat visiting this website, agreeing to general terms, or accessing a download alone as proof of those requirements. Where they have not been met, your applicable cancellation right remains, including where you have already accessed the content. Longer periods and other mandatory rights apply where required by law.

3. Problems with your purchase

If access is missing, files are faulty, or the product does not match its description, please contact us so we can investigate and provide the remedy required by law. Depending on the circumstances, this may be access restoration, repair, replacement, a price reduction or a full refund. You do not lose these rights by downloading or opening the files.

For duplicate charges or payment-processing errors, you can also contact Whop through its support or Resolution Center.

Requests and your rights

4. How to request help or cancel

Contact Export Partner using the support details below, or open a case for your payment in Whop's Resolution Center. Include your purchase email, product and order reference if available so we can locate the purchase. Do not send full card details.

To exercise a cancellation right, send a clear statement that you wish to cancel before the applicable deadline. You do not need to use a particular form or explain your reason. Optional cancellation wording is provided below. For a product fault, please describe the problem and include relevant screenshots if available. These requests for information do not restrict your statutory rights.

Support: ExportPartnerHQ@gmail.com

5. Refund processing and your rights

Refunds are processed through Whop to the original payment method where possible. For a valid statutory withdrawal, we will reimburse the payment without undue delay and within 14 days of being informed of your cancellation, unless applicable law requires an earlier deadline. Other refunds follow the applicable legal deadline. Your bank or payment provider may take additional time to show the credit.

Nothing in this policy excludes mandatory consumer rights, requires you to waive lawful payment-dispute rights, or overrides Whop's applicable buyer protections. If a provision conflicts with a mandatory right, that right takes precedence.

Optional cancellation notice

To Export Partner: I give notice that I cancel my contract for [product]. Ordered on: [date]. Order reference, if available: [reference]. Customer name: [name]. Customer address: [address]. Purchase email: [email]. Date of notice: [date]. Signature: [only if sent on paper].

Send to ExportPartnerHQ@gmail.com or submit through Whop's Resolution Center.