

Refund Policy

Black Box AI · Last updated: 2 September 2026

This Refund Policy applies to purchases of Black Box AI on Whop, including the 7-day free trial and the recurring \$10.00 USD monthly membership (or any other published price or promo). It should be read with our Terms of Service. Black Box AI is a digital software subscription. There are no physical goods to return.

1. Free trial

New paid memberships include a 7-day free trial unless we state otherwise at checkout. Cancel any time during the trial and you will not be charged. If you do not cancel before the trial ends, the first paid period is billed automatically.

2. First paid charge — 7-day refund window

If this is your first paid charge for Black Box AI, you may request a full refund within 7 days of that charge. Request it by messaging Black Box AI through Whop and include the email used at checkout. We aim to process approved refunds within 5–10 business days; your bank or card issuer may take longer to show the credit.

We may decline a first-charge refund if we reasonably determine that the membership was used extensively (for example, substantial code generation or many preview runs), that access was shared, or that these Terms were violated.

3. Renewals — no prorated refunds

After the first paid period, memberships are non-refundable for time already billed. Cancel any time to stop future renewals. You keep access until the end of the current paid period. We do not prorate unused days, unused generations, or unused features.

4. How to cancel

Cancel from your Whop account: open the Black Box AI membership and choose cancel. Cancellation confirms immediately for future billing. If you cannot access the cancel control, message Black Box AI through Whop and we will help.

5. Promo codes and discounts

Promo codes (including launch discounts) apply only as stated at checkout. A refund, if issued, is for the amount actually charged, not the undiscounted list price.

6. Service issues

If a material outage or defect prevents you from using the Service for a prolonged period, message us. We may, at our discretion, extend your membership, issue a partial credit, or refund the affected period. That is the exclusive remedy for service issues, except where the law requires more.

7. Chargebacks

Please contact us before filing a dispute with your payment provider. Unjustified chargebacks may result in suspension of access. We provide this policy, checkout records, and access logs to Whop and payment partners when a dispute is opened.

8. Terminations for misuse

If we terminate access for a breach of the Terms of Service (including account sharing or prohibited use), you are not entitled to a refund of the current period.

9. Changes

We may update this policy. The version posted on our Whop legal documents at the time of purchase applies to that purchase. Continued use after a change constitutes acceptance for future billing periods.

10. Contact

Refund and cancellation requests: message Black Box AI through Whop. Include your checkout email and, if you have it, the payment or membership ID.

This is a standard template for a digital software membership. It is not legal advice. Consumer-protection rules in your country may give you additional rights that this policy cannot override.