

AKUNOSHI LTD - Refund & Cancellation Policy

Company Number: 16555240

Website: <https://fastdzemal.dev>

Contact: dzemal_8@outlook.com | +385 99 856 1399

Last updated: 2 July 2025

1. Scope & Applicability

This Refund & Cancellation Policy applies to all products and services purchased through AKUNOSHI LTD's website or referral. By purchasing, you agree to be bound by these terms. Please review this policy carefully before ordering.

2. Services & Products

2.1. Tailored/Custom Services (Non-Refundable)

All bespoke, custom, or tailored services are non-refundable. This includes but is not limited to:

- Custom software development (web, desktop, AI, bots, automation)
- Technical writing, documentation, blog creation
- IT support, consulting, and managed services (e.g. VPS setup, cloud deployment, system administration)
- Discord bots, AI solutions, or other one-off build-to-spec projects

Once work has commenced (e.g., time, resources, or deliverables), refunds are not available—even in cases of delay, change in requirement, or client cancellation.

2.2. Digital Products

Digital goods (e-books, templates, software licenses, downloads, digital assets) are generally non-refundable unless explicitly stated otherwise on the product's detail page. If a refund is possible, terms and timeframe will be clearly specified before purchase.

2.3. Subscriptions

Subscriptions (recurring plans for digital tools or services) are eligible for cancellation and full refund if request is submitted within **7 days** of the initial payment date, unless a specific product page states otherwise.

3. Refund Eligibility & Process

3.1. Refund Requests

To request a refund, contact us via:

- Email: dzemal_8@outlook.com
- Phone: +385 99 856 1399

Include the following:

- Your name and contact details
- Order or Subscription ID
- Date of purchase
- Clear request type: Refund/Subscription Cancellation
- Brief reason for request

Requests will be acknowledged within **3 business days**.

3.2. Assessment & Approval

- Eligible subscription requests made within 7 days will be approved automatically unless otherwise indicated.
- Requests outside the window or for non-refundable items are at AKUNOSHI LTD's discretion.

3.3. Refund Execution

- Approved refunds are processed to the original payment method.
- Funds typically return within **7–14 business days**, depending on banking/payment provider timelines.
- The refunded service or subscription ends **immediately upon approval**.

4. Service Termination

Upon refund approval and processing:

- Access to related services, digital products, or subscription functionalities is revoked immediately.
- Any ongoing work on custom services is discontinued.
- For digital products, access will be revoked.

5. Partial Refunds & Credits

In limited cases (e.g., partial delivery, cancellation after some progress), AKUNOSHI LTD may, at its sole discretion, offer prorated refunds or account credit. Such agreements are executed only via explicit written confirmation.

6. Statutory Consumer Rights

This policy does not affect your statutory right to a refund, replacement, or repair under applicable consumer protection laws (e.g., the UK Consumer Rights Act 2015). Where statutory rights apply, AKUNOSHI LTD's terms are in addition to those rights.

7. Dispute Resolution

Disputes or questions about eligibility or refund status should be directed first to: dzemal_8@outlook.com or +385 99 856 1399. We aim to resolve disputes promptly and amicably. If unresolved, customers may seek third-party resolution or take matters to relevant consumer protection authorities.

8. Changes to This Policy

AKUNOSHI LTD reserves the right to update this policy at any time. All changes are effective from the date published. The current version is the one shown on our website footer and referenced at the time of purchase.

9. Policy Visibility & Accessibility

- Linked in the site footer under "Refund & Cancellation Policy."
- Referenced during the checkout/subscription sign-up.
- Included in email confirmations or invoices sent after purchase.