

# Refund and Cancellation Policy

Ellysto, LLC • <https://ellysto.com> • [hello@ellysto.com](mailto:hello@ellysto.com)

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This Refund and Cancellation Policy (the "Policy") applies to purchases of digital products and subscription or retainer services from Ellysto, LLC ("Ellysto") through <https://ellysto.com> or the Ellysto customer dashboard. By completing a purchase, you agree to this Policy and to the Terms of Service.

## 1. Digital Downloads, Templates, and Kits — No Refunds

Digital downloads, templates, kits (including Level 1 and Level 2 kits, plug-and-play kits, and prompt libraries), and other digital products (collectively, "Digital Products") are delivered electronically and are accessible immediately upon purchase or made available through your customer dashboard. Because Digital Products are intangible and cannot be returned in any meaningful sense once delivered, all sales of Digital Products are final and non-refundable, except where a refund is required by applicable law. By purchasing a Digital Product, you expressly request immediate access and acknowledge that any statutory withdrawal or cancellation rights that would otherwise apply may be waived to the extent permitted by law.

## 2. Subscriptions, Retainers, and Recurring Plans

Subscription packages, Fractional AI Support / Retainer engagements, and other recurring plans (collectively, "Subscriptions") renew automatically at the stated frequency (typically monthly) until canceled. You may cancel a Subscription at any time. Upon cancellation:

- Access continues through the end of the then-current billing or access period. You will retain access to the relevant Subscription benefits through the remainder of the month (or other stated billing period) you have already paid for.
- Cancellation becomes effective after that period. No further charges will be made for the next billing cycle.
- No prorated refunds. Except as required by applicable law or as expressly stated in a signed statement of work ("SOW"), Ellysto does not provide prorated or partial refunds for unused time within the then-current billing or access period.

## 3. How to Cancel

You may cancel a Subscription by:

- Using the cancellation option in your customer dashboard, where available; or
- Sending a cancellation request to [hello@ellysto.com](mailto:hello@ellysto.com) from the email address associated with your account, with the subject line "Cancel Subscription".

Cancellation requests received by Ellysto will be acknowledged, processed before the next billing date where reasonably possible, and confirmed by email.

## **4. Custom Implementation, Consulting, and SOW Engagements**

Refund, cancellation, and termination terms for AI Strategy & Audit engagements, Custom Implementation projects, and other consulting engagements are governed by the applicable proposal, order form, or signed SOW. In the event of any conflict between this Policy and an executed SOW, the SOW controls for that engagement.

## **5. Payment Processing; Stripe**

All payments are processed by Stripe, Inc. under Stripe's terms. Ellysto does not store full payment card numbers. Refunds, where issued, are returned to the original payment method through Stripe and may take several business days to appear on your statement, depending on your card issuer or bank.

## **6. Failed Payments**

If a recurring Subscription payment fails, Ellysto may retry the payment, notify you, and, if the payment remains unresolved, suspend or terminate your access to the affected Subscription. You remain responsible for fees accrued before suspension or termination.

## **7. Chargebacks**

If you have a concern about a charge, please contact Ellysto at [hello@ellysto.com](mailto:hello@ellysto.com) before initiating a chargeback so we can attempt to resolve the issue. Chargebacks initiated without first contacting Ellysto in good faith may be disputed and may result in account suspension or termination.

## **8. Taxes**

Stated prices do not include any applicable sales, use, value-added, or similar taxes, which are your responsibility (other than taxes on Ellysto's net income).

## **9. Statutory Rights**

Nothing in this Policy is intended to limit or exclude rights that cannot be limited or excluded under applicable consumer-protection or other mandatory law. To the extent any provision of this Policy conflicts with such law, the law controls. Subscription practices are subject to Section 5 of the FTC Act, the federal Restore Online Shoppers' Confidence Act (ROSCA), and applicable state automatic-renewal laws.

## **10. Changes to This Policy**

Ellysto may update this Policy from time to time. The updated version will be indicated by a revised Effective Date and posted on the Site. Changes apply prospectively to new purchases and renewals after the change takes effect.

## **11. Contact**

Questions about this Policy or about a specific transaction may be directed to Ellysto, LLC, [hello@ellysto.com](mailto:hello@ellysto.com), 3867 Plaza Tower Dr., 1st Floor, Baton Rouge, LA 70816.