

CollabQuote Refund Policy

Effective date: September 16, 2026

This Refund Policy applies to purchases of **CollabQuote - UGC Brand Deal Pricing & Rights Toolkit** made through Gumroad.

For this Policy, “**Seller**” means the creator or supplier identified on the CollabQuote Gumroad product page and the purchaser’s Gumroad receipt.

1. Seven-day voluntary refund policy

The Seller offers a **seven (7) calendar day refund period** for CollabQuote purchases.

A purchaser may request a full refund within seven (7) calendar days of the purchase date shown on the Gumroad receipt.

The purchaser does not need to provide a detailed justification, although the Seller or Gumroad may request enough information to identify and verify the transaction.

2. How to request a refund

Refund requests must be made through the Gumroad purchase/support process by:

- replying to the Gumroad receipt for the CollabQuote purchase; or
- using the Seller contact method available through the CollabQuote Gumroad product page.

Refunds are processed through Gumroad or the payment process Gumroad designates for the transaction.

Do not send banking or card information to the Seller to request a refund.

3. Requests after seven days

After the seven-day voluntary refund period, purchases are generally final under the Seller’s voluntary refund policy.

This does **not** limit:

- any refund, cancellation, conformity, withdrawal, or other remedy required by applicable law;
- Gumroad’s rights or obligations as merchant of record/reseller;
- Gumroad’s authority to handle refunds, disputes, duplicate charges, fraudulent transactions, or chargebacks under its own terms;
- any separate written refund commitment expressly made by the Seller for a particular purchase.

Where applicable law gives a purchaser a longer or non-waivable right, that law controls.

4. Digital-content and consumer rights

CollabQuote is digital software delivered electronically.

Consumer laws in some jurisdictions provide mandatory rights for digital content, including rights relating to cancellation, withdrawal, conformity, defects, repair, replacement, price reduction, or termination. Those rights are not waived by this Policy.

Where a jurisdiction permits a consumer to lose a digital-content withdrawal right after expressly consenting to immediate performance/download and acknowledging the loss of that right, the applicable checkout provider's process and local law determine whether that rule applies.

5. Effect of a full refund

A full refund terminates the software license associated with the refunded purchase.

After a full refund:

- the purchaser must stop using the refunded copy of CollabQuote;
- the purchaser must not share or redistribute the refunded Product or license key;
- the associated license or future activation may be deactivated or revoked;
- continued use after termination may violate the Software License.

Refunding the software license does not authorize the Seller to take ownership of the purchaser's creator-business data. Where technically available, the purchaser remains responsible for exporting any customer-owned local records needed before removing the Product.

6. Duplicate or unauthorized charges

If a purchaser believes a transaction was duplicated or unauthorized, the purchaser should contact Gumroad promptly using the Gumroad receipt or support process.

Nothing in this Policy limits rights relating to fraudulent or unauthorized payment transactions.

7. Refund timing, currency, and payment method

Approved refunds are processed through Gumroad and are subject to Gumroad's payment-processing procedures.

The timing of funds appearing on a bank, card, PayPal, or other payment account is controlled by Gumroad and the applicable payment provider.

Currency-conversion differences, banking delays, or payment-provider processing times may affect the amount or timing shown to the purchaser where permitted by law.

8. Chargebacks and disputes

Purchasers are encouraged to contact the Seller or Gumroad first when a normal refund request can resolve the issue.

Nothing in this Policy prevents a purchaser from exercising a lawful payment-dispute or chargeback right.

Fraudulent chargebacks, intentional misuse of payment-dispute systems, or continued use of a Product after a refunded transaction may result in license revocation and other remedies available under applicable law.

9. Policy changes

The refund policy that applied when the purchase was made governs that purchase unless a later policy gives the purchaser more favorable rights or applicable law requires otherwise.

10. Contact

For a refund request, reply to the Gumroad purchase receipt or use the Seller contact method displayed on the CollabQuote Gumroad product page.