Refund Policy

Cancellations, refunds and your rights as a customer.

In short: cancel anytime and you won't be charged again. Because KL World is instant-access digital content, payments are generally not refundable once a billing period has started, except in the cases listed below.

1. Cancelling

You can cancel your KL World membership at any time from your Whop account. You keep access until the end of the period you already paid for, and no further charges are made.

2. General rule

KL World gives immediate access to downloadable files. For that reason, we don't offer refunds or prorated credit for:

- Partial months
- Unused time
- Forgetting to cancel before renewal
- Changing your mind after the files were made available

3. When we will refund

- **Duplicate or incorrect charges:** for example, if you were charged twice for the same period.
- **Access problems we can't fix:** if a technical problem on our side stops you from accessing KL World and we can't solve it within a reasonable time after you contact us.
- **Legal rights:** where consumer law gives you a right to cancel. For example, consumers in Brazil may cancel online purchases within 7 days under Article 49 of the Consumer Defense Code (CDC). Where the law allows that right to end once you start downloading digital content with your consent, it ends at that point.

4. How to request a refund

Email **contact@kiddyluks.com** within 14 days of the charge. Include:

- The email address on your Whop account
- The date of the charge
- The reason for your request

We usually reply within 3 business days. Approved refunds go back to your original payment method through Whop. Depending on your bank, they can take 5 to 10 business days to appear.

5. Chargebacks

Please contact us before opening a dispute with your bank. Most issues are solved quickly by email. Accounts with an open chargeback may be suspended until it is resolved.

6. Individual purchases

Products bought separately on kiddyluks.com, such as individual FLPs, packs or kits, follow the same rules: they are instant-download digital products and are not refundable once delivered, except in the cases in section 3.

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