



## REFUND POLICY – ETERNA.STORE

Last update March 2026

Eterna DigitalCom LLC.Store provides digital goods and internal access credits delivered electronically.

Because all products are digital in nature, refunds are limited and evaluated on a case-by-case basis.

By completing a purchase, the user acknowledges that digital delivery may occur immediately after payment confirmation.

### 1. Eligible Refund Scenarios

- Verified technical failure preventing digital delivery
- Duplicate charge
- Documented payment processing error

### 2. Non-Refundable Situations

- Successfully delivered digital credits
- Partially or fully used credits
- Change of mind after confirmed delivery
- Account inactivity
- Misunderstanding of product functionality
- Digital credits have no monetary value and cannot be exchanged for cash

### 3. Request Process

- Refund requests must be submitted within 7 calendar days of the transaction date.
- Requests must include the transaction ID and the account email used for purchase.
- Requests should be sent to: [support@eternadigitalcom.com](mailto:support@eternadigitalcom.com)

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#### 4. Chargebacks

- Initiating a chargeback without first contacting support may result in immediate account suspension, reversal of digital credits, or restriction of future purchases.
- The Company reserves the right to contest fraudulent or abusive chargebacks.

#### 5. Final Determination

- All refund decisions are made at the sole discretion of Eterna DigitalCom LLC in accordance with this policy.