Eterna Store Refund and Cancellation Policy

Last updated September 25, 2026

This Policy applies to current digital services and subscriptions sold by Eterna DigitalCom LLC and to support, refund, correction, or cancellation requests relating to previously purchased Fortucoins and related subscriptions. It applies to an order together with the offer and terms shown when that order was placed, subject to rights under applicable law.

1 Reasons for review

We will review a request involving a duplicate or unauthorized charge, an incorrect price or quantity, a failure to deliver or provide a purchased service, a technical failure that prevents use and cannot reasonably be corrected, or a material difference between the service described at checkout and what was provided. For previously purchased Fortucoins, we will also review a documented discrepancy in the quantity posted or a loss of access to a purchased balance. If a purchased service or eligible historical use is discontinued before the customer receives the applicable benefit, we will review an appropriate remedy, which may include restoration, an agreed alternative, a partial refund, or a full refund.

A completed service, previously purchased credits already used for their disclosed historical benefit, or a change of mind after proper delivery does not automatically qualify for a refund. Eterna will still review the facts and any rights under the order or applicable law. We will not deny a documented delivery or description problem solely because the product or service is digital.

2 How to request help

Email support@eternadigitalcom.com from the account or billing email. Include the order or transaction reference, purchase date and amount, account email, item or subscription, and a brief description of the issue. For a historical Fortucoins balance discrepancy, include the quantity displayed or purchased and the quantity recorded if available. Do not send full card numbers. We may ask for reasonable information needed to verify and investigate the request.

We will acknowledge the request, review the checkout record, receipt, account history, and delivery information, and explain the decision by email. If approved, the refund will ordinarily be sent to the original payment method. The timing for funds to appear depends on the payment provider and bank. An alternative remedy will be offered only when appropriate and accepted by the customer.

3 Subscriptions and renewals

To stop future renewals, email support@eternadigitalcom.com from the account email and identify the plan, or use an available dashboard cancellation control. No reason is required. Eterna will confirm when cancellation takes effect and will not initiate further recurring charges for that subscription after the effective

date. Benefits and any refund for a current paid period depend on the offer accepted, actual service delivered, and applicable law.

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4 Existing Fortucoins balances

Fortucoins are not currently offered for new purchase through Eterna Store. An existing balance is reviewed against the terms and eligible uses disclosed when the credits were purchased. Fortucoins are not cash, are not transferable between users, and are not redeemable for cash. If access is lost, a balance is recorded incorrectly, or a disclosed historical use becomes unavailable, contact support for investigation and an appropriate remedy. A change to future product offerings does not by itself erase an earlier purchase or waive a customer's rights.

5 Payment disputes

Customers may contact us first so we can resolve a problem promptly, and may also contact their payment provider or card issuer. A good-faith dispute does not automatically justify account termination or forfeiture of unrelated balances. We may supply relevant purchase and delivery records to the provider in response to a dispute.

6 Updates and contact

Refund and cancellation requests: support@eternadigitalcom.com. A revised Policy applies to future orders after publication; an earlier order remains subject to its applicable disclosures and mandatory rights.