# REFUND POLICY
**Shine Your Inner Light LLC**

**Effective Date:** June 26, 2026
**Last Updated:** September 25, 2026

> **The short version:** Downloads (books, meditations) are final sale once you access or download them. The YourEnergyPhoto™ Experience is a subscription — **you can cancel future renewals any time**, from your WHOP account, and we never restrict that. If something is broken, you were charged twice, or delivery failed, email **support@yourenergyphoto.com** within **72 hours** of the charge and we'll make it right. **EU/UK/EEA consumers keep a 14-day right of withdrawal on the subscription and pay only for the days used — that right is unaffected by the 72-hour window.**

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## 1. Scope

This Refund Policy applies to purchases of products and services from **Shine Your Inner Light LLC** ("**Company**," "**we**," "**us**"), including:

| What you bought | What it is, legally | Refund path |
|---|---|---|
| **YourEnergyPhoto™ Experience** subscription — access to our web app at yourenergyphoto.com | a **digital service** | Sections 4.2 and 6 |
| **Digital books** and other paid downloads | **digital content** | Section 4.1 |
| **Guided meditations** — **free**, to stream or download, one in the web app and the rest on our website | free — no purchase | No refund arises. If we ever charge for one, Section 4.1 applies. |

This distinction matters for consumers in the EU, UK, and EEA — see Section 4. It is incorporated into our **Terms of Service**.

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## 2. Digital Products

Because digital products are delivered instantly and cannot be returned, **digital content — including ebooks, guided meditations, and other downloadable materials — is non-refundable once you have accessed or downloaded it**, subject to Section 4 and to your non-waivable statutory rights.

**Our guided meditations are free** — to stream or to download, both in the web app and on our website. There is no purchase, so no refund question arises.

**Subscriptions are different.** The YourEnergyPhoto™ Experience is an ongoing service, not a one-time download. You can **cancel at any time** (Section 6), and EU/UK/EEA consumers have a **pro-rata withdrawal right** (Section 4.2).

**Nothing here affects your non-waivable statutory rights.** See Sections 4 and 8.

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## 3. Exceptions — When We Will Refund

Refunds may be granted if:

* A **verified technical issue** prevents access, and we are unable to resolve it within a reasonable time
* **Duplicate purchases** occur
* **Product delivery fails**

**Requests must be submitted within 72 hours of the charge.** Requests made after 72 hours will normally be declined.

> **This 72-hour window is our own goodwill policy — it does not replace rights the law gives you.** It sits *on top of* the statutory rights in Sections 4 and 8, which apply in full regardless of the 72-hour window. In particular, **EU/UK/EEA consumers keep the 14-day right of withdrawal described in Section 4.2**, and nothing here limits your rights where a product is faulty or not as described (Section 4.3).

We may also issue a refund at our discretion in circumstances not listed above.

**We generally will not refund because:**

* You changed your mind after accessing the content (except where Section 4 applies)
* You did not like, agree with, or expect YourEnergyPhoto™ Output — Output is a **playful, decorative visual effect, not a measurement of anything**, and it may vary, as stated in our Terms
* You forgot to cancel a subscription before it renewed (though see Section 6)
* You purchased the wrong product but have already substantially used it

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## 4. EU / UK / EEA Consumers — Right of Withdrawal

**If you are a consumer in the European Union, the United Kingdom, or the EEA, you normally have 14 days to withdraw from a distance contract without giving a reason.**

**How that right works depends on what you bought.** Under the **EU Consumer Rights Directive (2011/83/EU)**, the **Digital Content Directive (EU) 2019/770**, and the **UK Consumer Contracts Regulations 2013**, a one-time download is treated as **digital content**, while a subscription to our web app is treated as a **digital service**. The rules are different, so we set them out separately.

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### 4.1 Digital content — books and other paid downloads

For digital content supplied immediately, you **lose** the 14-day withdrawal right, **but only if all** of the following are true:

1. You gave **express prior consent** for supply to begin immediately, before the 14 days expire; **and**
2. You **acknowledged that you would lose your right of withdrawal** by doing so; **and**
3. We provided confirmation of that agreement.

**At checkout you will be asked to give that consent and acknowledgement.** If you do, supply begins immediately and **your 14-day right of withdrawal is lost** for that item.

**If you did not give that consent**, or we did not obtain it properly, **your 14-day right applies in full** — email support@yourenergyphoto.com, no reason required, and we will refund within **14 days** of being told.

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### 4.2 Digital services — the YourEnergyPhoto™ Experience subscription

**A subscription is a service, and the rules are more generous to you.**

A service contract can only extinguish your withdrawal right once the service has been **fully performed**. **An ongoing subscription is not fully performed on day one** — so, in most cases, **you keep a 14-day right of withdrawal even after you start using YourEnergyPhoto™.**

**What that means in practice:**

* You may withdraw from a new subscription **within 14 days of purchase**, for any reason or none, by emailing

**support@yourenergyphoto.com**.
* If you asked us to start the service immediately (which you do by using YourEnergyPhoto™), you pay a **proportionate amount for the period you actually had access**, and **we refund the balance**.
* **Example:** you buy a 3-month YourEnergyPhoto™ Experience and withdraw on day 7. You are charged for roughly 7 days of access; the rest is refunded.
* We will refund within **14 days** of being told, to your original payment method, via WHOP.

This right applies to the **initial purchase** of a subscription. It does not create a new 14-day window on each automatic renewal, though you may **cancel a renewal at any time** under Section 6.

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### 4.3 Faulty or misdescribed products

Nothing in this Policy removes your rights where digital content or a digital service is **faulty, not as described, or not fit for purpose**. In those cases you may be entitled to a repair, replacement, price reduction, or refund under EU/UK consumer law, regardless of Sections 4.1 and 4.2.

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## 5. How to Request a Refund

Email **[support@yourenergyphoto.com](mailto:support@yourenergyphoto.com)** with:

* The **email address** used at purchase
* The **order or receipt number** from WHOP
* The **date of purchase**
* A short description of the issue (and a screenshot, if it's a technical problem)

**What to expect:**

* We acknowledge within **[2] business days**
* We decide within **[10] business days** of receiving the information we need
* Refund decisions are made by us through the **WHOP Resolution Center**, applying this Policy
* Approved refunds are issued to the **original payment method** by WHOP, typically within **5–10 business days** depending on your bank

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## 6. Subscriptions and Automatic Renewal

If you purchase a subscription, including the YourEnergyPhoto™ Experience:

* **Your subscription renews automatically** at the end of each billing period at the then-current price, **until you cancel**. The interval and price are disclosed at checkout.
* **You may cancel at any time, and we never restrict this.** Cancel from your **WHOP account** (Settings → Billing) at any time, or email **support@yourenergyphoto.com**. No reason is required and no approval is needed.
* **Cancelling stops future renewals. It does not refund the billing period you are already in.**
* **Cancel before your renewal date** to avoid the next charge.
* Cancellation takes effect at the **end of the current billing period**. You keep access until then.
* **No partial refunds** for unused time, and periods are not prorated, **unless required by law** — note that EU/UK/EEA consumers withdrawing within 14 days of an initial subscription purchase are refunded on a **pro-rata basis** under Section 4.2.
* If you cancel immediately after an unintended renewal, **contact us within 72 hours** — we will consider a refund in good faith, though we are not obligated to provide one except where law requires.

**California and similar auto-renewal laws:** where applicable law requires clear disclosure and an easy cancellation mechanism, you may cancel through your WHOP account or by emailing us, and we will honor cancellation requests promptly.

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## 7. Free Trials and Promotions

If we offer a free trial or promotional rate:

* We will disclose the **trial length** and the **price that applies afterward** before you sign up
* **Unless you cancel before the trial ends, it converts to a paid subscription automatically**
* Cancelling during a trial ends access at the end of the trial period unless stated otherwise

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## 8. International Consumer Rights

Nothing in this Policy limits rights provided under applicable consumer-protection laws, including in the **EU**, the **UK**, **Australia**, **Canada**, and other jurisdictions.

Where mandatory local law gives you a remedy that is greater than this Policy provides, **that law prevails**.

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## 9. Merchant of Record (WHOP)

Payments are processed through **WHOP**, which acts as **merchant of record** — WHOP appears as the seller on your card statement and receipt, and handles payment processing.

**Refunds are our responsibility, not WHOP's.**

* **Contact us first** at support@yourenergyphoto.com — we decide refunds under this Policy
* Approved refunds are **issued through WHOP** to your original payment method
* **WHOP may also grant a refund directly** in certain circumstances, including where it considers one appropriate **within 120 days** of your purchase or your most recent renewal
* **At checkout you are asked to accept this Refund Policy** before your purchase completes. That acceptance is recorded.
* Your purchase is also subject to **WHOP's Buyer Terms**

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## 10. Chargebacks

**Please contact us first.** Most issues are resolved quickly by email, and a chargeback is slower for everyone.

If you initiate a chargeback instead of contacting us:

* **We are responsible for it — not WHOP.** A chargeback costs us the payment, the processing fees, and a penalty on top, even where the claim turns out not to be valid.
* We may **suspend or terminate access** to the affected product or account pending resolution
* We may decline future purchases

Filing a chargeback for a product you received and used, and which is not faulty, may be treated as a violation of our Terms of Service.

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## 11. Changes to This Policy

We may update this Policy at any time. The version in effect **on the date of your purchase** applies to that purchase. We will update the "Last Updated" date above.

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## 12. Contact

**Shine Your Inner Light LLC**
[Company mailing address — Wyoming, USA]
Email: [support@yourenergyphoto.com]
(mailto:support@yourenergyphoto.com)

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