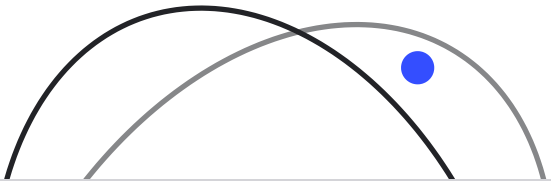
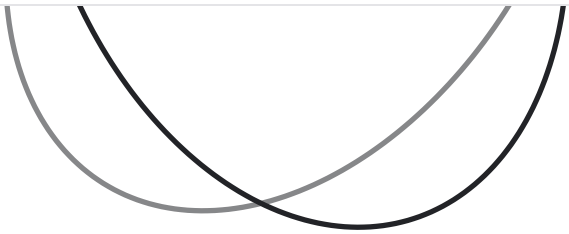
CORE TERMS

# Refund, Return and Cancellation Policy

How refunds and cancellations work for Fashion Deals digital services, and where to handle a retailer's product return or payment dispute.



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Fashion Deals compares retailer offers and provides its own digital features. Retailers sell and ship the physical goods. Operated by Fashiondeals, LLC, a Delaware limited liability company.

# Contents


| | | |
|---|---|---|
| 01 | Which purchases this policy covers | 3 |
| 02 | Try-on plans and unused digital allowances | 3 |
| 03 | Failed renders and service delivery problems | 3 |
| 04 | Advertising cancellations and unspent credit | 3 |
| 05 | Plan periods and cancellation | 4 |
| 06 | How to request a refund or report a charge | 4 |
| 07 | Disputes and your legal rights | 4 |

## 01 Which purchases this policy covers

This policy covers digital services supplied by Fashiondeals, LLC, a Delaware limited liability company, registered at 131 Continental Dr, Suite 305, Newark, DE 19713, United States. Contact admin@fashiondeals.ai. It covers paid try-on allowances and advertising bookings accepted by Fashion Deals. **Paid checkout is currently unavailable; no payment can be taken on this site.** The policy applies when paid orders become available.

Physical goods are bought directly from an independent retailer. The retailer handles its own cancellation, return, exchange, refund, delivery and product warranty process. Use the retailer's order confirmation and contact details; do not send goods to our registered address. We can help identify a store link, but cannot approve or process a retailer's refund.

## 02 Try-on plans and unused digital allowances

If you change your mind, email us within **14 days of payment** for a full refund of a paid try-on plan that has not been used. The request is timely if sent within that period, even if the plan's UTC month has already ended. We remove the paid entitlement when a refund is approved. Free or promotional allowance has no cash refund value.

Once you have used a paid allowance successfully, a change-of-mind refund is normally unavailable. This does not affect refunds for a duplicate charge, an unauthorised transaction, a service we did not deliver, or a service that does not meet applicable legal requirements. We review those issues on their facts and provide the remedy required by law.

## 03 Failed renders and service delivery problems

A failed render should restore the picture allowance reserved for that request. Reusing the same cached result should not deduct another allowance. If your balance is wrong, contact us with the account email, approximate time and result or job reference. We will correct the balance after checking the records.

If a paid plan is charged but not activated, do not pay again. Contact us so we can activate the purchased entitlement or refund the undelivered purchase. Where a material outage or error prevents delivery of paid service, we will offer an appropriate correction, replacement entitlement or refund for the undelivered portion, subject to your statutory rights. AI appearance and fit are estimates, but these limitations do not excuse a failure to supply what was promised.

## 04 Advertising cancellations and unspent credit

Email admin@fashiondeals.ai with your booking or invoice reference to cancel or stop an advertising booking. If no work or media has been delivered, we refund the unused payment. If a booking has started, delivered media and completed, specifically agreed creative or placement work remain payable; we refund the undelivered portion and unspent media credit. We will explain the calculation and any itemised commitments agreed before payment. We do not impose an undisclosed cancellation fee.

Unspent click and display credit carries over within the booking. You may request its refund when the booking ends. If an agreed placement cannot be supplied, we will agree a replacement with you or refund that undelivered placement. A written booking may specify operational deadlines, but cannot remove any mandatory rights that apply.

## 05 Plan periods and cancellation

Current paid try-on plans do not auto-renew. They end at the next UTC month boundary, and there is no recurring charge to cancel. You may stop using the service at any time; to request a refund, follow the conditions above. Deleting an account does not itself send a refund request or cancel a separately agreed advertising booking, so contact us before deletion if you need billing help.

If we introduce recurring subscriptions, their renewal price, frequency and cancellation method will be disclosed before you subscribe. No recurring subscription is available under the current plan configuration.

## 06 How to request a refund or report a charge

Email admin@fashiondeals.ai with the subject “Refund request” or “Payment dispute”. Include your name, account email, order or invoice reference, charge date, amount and currency, and a short explanation. If a charge is unfamiliar, you may include the last four card digits and the statement description. **Never send a full card number or security code.** You can also write to Fashiondeals, LLC, 131 Continental Dr, Suite 305, Newark, DE 19713, United States.

We aim to acknowledge billing requests within two business days and provide a decision or progress update within ten business days. Approved refunds go to the original payment method; allow approximately five to ten business days after processing for your card issuer to post the credit. A bank may take longer, and we will give you a refund reference where available. We do not charge a refund processing fee.

## 07 Disputes and your legal rights

Please contact us promptly so we can investigate an unfamiliar, duplicate or incorrect charge and attempt to resolve it. Contacting us is not a condition of exercising your rights with your bank or card issuer, and you should follow any deadlines they give you. A third-party retailer’s charge must be raised with that retailer or your issuer.

Nothing in this policy limits mandatory consumer rights, rights relating to unauthorised payments, or any right to a remedy for faulty or misdescribed digital content or services. Any local cooling-off right applies where required. We will not treat it as waived merely because you opened an account or accepted our Terms; any consent legally required for immediate digital delivery must be requested separately before delivery.

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