

Refund & Delivery Policy — ValidCode Solutions

Effective Date: October 19, 2026 · Pre-Checkout Disclosure & 30-Day Defect Warranty · MoR: Whop, Inc.

1. Authorized Merchant of Record (Whop)

All customer orders, credit card transactions, and billing for ValidCode Solutions are processed securely through **Whop (Whop, Inc.)**, our authorized Merchant of Record (MoR). Whop oversees encrypted payment security, international tax collection, and customer order management.

2. Pre-Checkout Disclosure for Digital Goods

ValidCode Solutions provides premium digital software assets, including prompt architectures, UI toolkits, CloudPanel VPS infrastructure blueprints, and agency operating systems. Because our digital products are non-tangible, irrevocable goods that provide immediate access to proprietary source material upon delivery, **all digital software and prompt package sales are final and non-refundable once files are dispatched to your email address.**

This policy is explicitly displayed on our website, pricing pages, intake forms, and Whop checkout pages prior to payment. By completing a transaction, you acknowledge and agree to this pre-checkout disclosure. If you encounter any difficulty accessing your files or have questions regarding your order, please contact our support desk first so we can assist you directly.

3. Fulfillment Method: Direct Email Delivery

- **Delivery Timeline:** Digital software assets and prompt packages are prepared with individualized commercial use license documentation and dispatched directly to your billing email address within **2 business days** of payment confirmation (processed during business hours: Monday to Friday, 9:00 to 17:00 GMT+1).
- **Email Verification:** Customers are responsible for providing an accurate email address during Whop checkout. If you do not see your delivery email within 2 business days, please check spam/promotions folders or email support@validcodesolutions.com for immediate re-sending.

4. Turnkey Website Builds & 30-Day Defect Rectification Warranty

Custom web engineering packages (Launchpad Website, Growth Website, and Custom E-Commerce Store) are non-refundable once technical onboarding kickoff and repository provisioning have begun. However, all custom website deliverables are protected by our **30-Day Defect Rectification Warranty**:

- **30-Day Warranty Coverage:** If any delivered website contains a reproducible functional defect, broken third-party integration, or deviation from the agreed project brief within 30 days of staging delivery, our engineering desk will patch and resolve the issue free of charge.
- **Milestone Staging:** Clients receive private staging access and milestone review checkpoints prior to final production sign-off.

5. Proof of Delivery & Card Network Compliance

In full compliance with card network regulations (Visa, Mastercard, American Express, and Discover) and Whop processing standards, ValidCode Solutions maintains documented electronic server logs of all digital fulfillment events:

- Recipient email address matching the customer's billing credentials from Whop checkout.
- Timestamped SMTP mail transfer agent (MTA) server transmission records confirming dispatch.
- Individual transaction identifiers and commercial use license documentation.

These electronic server records serve as documented fulfillment verification for payment networks.

6. Inquiries & Please Contact Support First

Important Assistance Notice: We are committed to complete customer satisfaction. Before initiating a dispute or payment inquiry with your card provider or bank, please contact our support desk first at **support@validcodesolutions.com**. We will gladly locate your delivery email, verify file transmission, or resolve any access or warranty questions directly.

7. Operating Hours & Support Desk

For all delivery questions, warranty support, or license verification, contact our support desk at **support@validcodesolutions.com**. We operate Monday through Friday, 9:00 to 17:00 (GMT+1).