

# Refund Policy

**Effective Date:** 12.01.2025

**Website:** <https://ai.chmerev.com>

**Company:** MWTN, S.A. DE C.V.

**Registered Address:** Calle Islas Marshall, Manzana 54, Lote 5, Colonia Villamarino, Benito Juárez, Cancún, Quintana Roo, C.P. 77535, Mexico

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## 1. General Policy

AI Club provides digital access to educational materials, prompt templates, a private community chat, and weekly live Zoom calls.

All products and services are delivered **digitally** and access is granted immediately after payment.

Although digital products are typically non-refundable, we aim to maintain a fair and transparent experience for our members. For this reason, refunds may be issued in specific cases described below.

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## 2. Eligibility for Refunds

You may request a refund if:

1. **You were unable to access the Service due to technical issues** that were not resolved.
2. **A payment was made by mistake**, such as a duplicate charge.
3. **You are dissatisfied with the Service** and contact us within a reasonable timeframe after purchase.
4. **Access was not delivered properly** or the Service did not work as described.

All refund requests are evaluated **on a case-by-case basis** to prevent misuse and maintain fairness.

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### 3. Non-Refundable Situations

Refunds are generally **not provided** if:

- you have significantly used the Service (e.g., consumed most lessons, downloaded materials, accessed templates extensively);
  - you violated the Terms of Service (e.g., shared content or access with others);
  - the refund request is made long after the payment date;
  - you simply “changed your mind” after a substantial period of use.
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### 4. Subscription Payments

- Subscription payments renew **automatically every month** unless cancelled.
  - Cancelling your subscription **does not automatically result in a refund**.
  - After cancellation, you retain access **until the end of the already-paid billing period**.
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### 5. How to Request a Refund

To request a refund, please email us at:

**[mwtncancun@gmail.com](mailto:mwtncancun@gmail.com)**

Include:

- your full name;
- the email associated with your subscription;
- the payment date;
- a brief explanation of the issue;
- any relevant screenshots or evidence.

We typically respond within **1–3 business days**.

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## 6. Processing Time

Once a refund is approved:

- the funds will be returned to the original payment method;
  - processing may take **3–10 business days**, depending on your bank or payment provider.
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## 7. Chargebacks

If a chargeback is initiated through your bank instead of contacting our support:

- we may provide documentation showing that digital access was delivered;
- your account may be **temporarily suspended** until the investigation is complete.

We recommend contacting us first — it is faster and easier for both parties.

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## 8. Contact Information

For all refund-related questions:

**Email:** mwtncancun@gmail.com

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