

REFUND POLICY

CRISIS READINESS PRO

Effective date: August 20, 2026

Payment Processing and Merchant of Record

Purchases of Crisis Readiness Pro digital products are processed by Paddle, which acts as the Merchant of Record for customer transactions. Paddle handles payment processing and applicable transaction documentation and administers refunds in accordance with its policies and applicable law.

Refunds and Withdrawal Rights

Refunds, cancellations, and any applicable withdrawal or cancellation rights are handled in accordance with Paddle's Refund Policy and applicable consumer protection laws.

Because Crisis Readiness Pro products are digital resources delivered electronically, refund eligibility may depend on the circumstances of the purchase, including whether the digital product has already been downloaded, accessed, or used, as well as any mandatory rights available in the customer's country.

How to Request a Refund

Customers wishing to request a refund should use the support or receipt-management options provided in their Paddle purchase confirmation email, or contact Paddle Buyer Support.

Consumer Rights

Nothing in this Refund Policy limits or excludes any mandatory consumer rights available under applicable law. Where applicable law provides a customer with rights that cannot be waived or restricted, those rights will apply.

Product Support

For questions about the Crisis Readiness Pro toolkit, download assistance, or other product-related support, please contact:

support@crisisreadinesspro.com

Additional Information

Paddle Refund Policy: <https://www.paddle.com/legal/refund-policy>

Paddle Buyer Support: <https://paddle.net/>