

Refund Policy

Last updated: 24.12.2025

This Refund Policy explains how refunds are handled for purchases made on IPrio (“we”, “our”, “the Platform”).

By purchasing token packages or using the Service, you agree to this policy.

1. Digital Product Nature

IPrio provides **digital products** in the form of:

- Token packages
- Timestamping actions
- Proof-of-existence certificates
- Blockchain-anchored hashes
- Secure file storage and verification

Because these services become **irreversibly delivered** the moment tokens are used, all purchases are **final and non-refundable**.

This is in line with industry standards for digital goods and with **Lemon Squeezy’s mandatory policies** for merchants using their payment infrastructure.

2. Lemon Squeezy as Merchant of Record

All payments on IPrio are processed securely through **Lemon Squeezy**, our Merchant of Record.

This means:

- Lemon Squeezy handles VAT/GST, invoicing & compliance
- Lemon Squeezy enforces non-refundable digital product policies
- All refund requests must follow **Lemon Squeezy’s rules and review criteria**

Their policies can be found here:

<https://www.lemonsqueezy.com/terms>

<https://www.lemonsqueezy.com/privacy>

Lemon Squeezy does **not** allow refunds for digital products unless specific conditions (Section 3) are met.

3. When Refunds *May* Be Granted

Refunds are **only** considered in the following limited cases:

3.1. Duplicate Purchases

If you were accidentally charged more than once for the same purchase.

3.2. Technical Failure

If a platform-wide, verifiable technical issue prevented you from:

- receiving purchased tokens, or
- using the tokens at least once

These exceptions require:

- proof of purchase,
- payment confirmation,
- and internal verification by IPrio and Lemon Squeezy.

3.3. Fraud or Unauthorized Use

If Lemon Squeezy flags the transaction as unauthorized.

Refunds are not granted because:

- you changed your mind
- you did not use the tokens
- you didn't understand the product
- the service didn't meet subjective expectations
- you expected a legal service IPrio does not provide

This is standard practice for irreversible digital products.

4. No Refunds After Token Use

Once a token is used to perform a timestamping action, the process becomes **permanent and cannot be undone** because:

- a hash is created
- a trusted timestamp is issued
- a blockchain entry is recorded

For this reason, refunds **cannot** be provided for:

- used tokens
- generated certificates
- blockchain timestamps
- issued proofs of existence

These are non-reversible digital services.

5. How to Request a Refund

If you believe your case qualifies under **Section 3**, you may contact:

IPrio Support

Email: support@iprio.io

Include:

1. Full name
2. Email used at checkout
3. Order ID
4. Description of the issue

IPrio will then review the request and, if applicable, coordinate with Lemon Squeezy to determine whether a refund is eligible.

6. Chargebacks

Unauthorized chargebacks may result in:

- Account suspension
- Removal of certificates
- Revocation of token access

If you experience a billing issue, please contact us first.
We respond within **5 business days**.

7. Policy Changes

We may update this Refund Policy as needed.
Changes take effect once posted on the Platform.

8. Contact

For refund-related questions or support:

IPrio Billing & Support Team

Email: support@iprio.io

Website: <https://iprio.io>