

KALRYN · LEGAL

Refund Policy

Effective 29 September 2026

How cancellations and refunds work for Launch projects and Run plans paid through Whop.

CURRENT VERSION

29 Sep 2026

effective date

CONTACT

hello@kalryn.com

ONLINE

kalryn.com/refunds

✓ IN SHORT

- ✓ Cancel a Launch project before the kick-off and you get your first payment back, minus non-refundable payment processing fees.
- ✓ Cancel after work starts and you pay only for the work performed, with a minimum of 25% of the Launch fee. Anything you paid above that is refunded.
- ✓ If we fail to deliver what the Proposal describes and do not fix it within 15 Business Days of your written notice, you get back what you paid for the undelivered part.
- ✓ Run is billed monthly and can be cancelled with 30 days' notice. A billing period that has started is not refunded.
- ✓ Email hello@kalryn.com. We reply within 5 Business Days and issue approved refunds through Whop within 10 Business Days.

1 Overview

This Refund Policy forms part of our [Terms of Service](#) and expands on Section 9 of those Terms. It applies to payments for Kalryn services made through Whop. Capitalised words have the meaning given in the Terms. If this policy and your Proposal differ, the Proposal prevails.

SITUATION	WHAT HAPPENS
Launch cancelled before the kick-off	The first instalment is refunded in full, minus non-refundable payment processing fees.
Launch cancelled after the kick-off	You pay for the work performed, which is at least 25% of the Launch fee. Anything you paid above that is refunded, and the completed work is handed over.
We fail to deliver and do not fix it within 15 Business Days of your written notice	The amounts paid for the undelivered part are refunded.
Run cancelled	Cancellation takes effect at the end of the billing period in which the 30-day notice ends. Billing periods that have started are not refunded.
Fees for Third-Party Tools	Paid directly to the providers and not refundable by us.

2 Launch: cancelling before work starts

Work starts at the kick-off set out in the Proposal, usually the kick-off call. If you cancel in writing before the kick-off, we refund the first instalment in full, minus any payment processing fees that Whop or its payment partners do not return to us.

3 Launch: cancelling after work starts

You can cancel a Launch project at any time by writing to us. You then pay for the work performed up to the cancellation date, and we hand over the work completed and paid for.

- Work performed is measured against the milestones in the Proposal. If the Proposal sets no milestones, we measure the work completed against the full scope and show you how we calculated it.
- Discovery, planning and scheduling take place at the start of every project, so work performed after the kick-off is never less than 25% of the Launch fee.
- If you have paid more than the amount due, we refund the difference. If the amount due is more than you have paid, we invoice the difference.

Example. A Launch project costs \$4,000, paid as \$2,000 to start and \$2,000 at launch. You cancel after discovery and the site structure are finished, which represents 25% of the scope in the Proposal. The amount due is \$1,000, so we refund \$1,000 of the first instalment and hand over the discovery notes and the site structure.

4 If we do not deliver

If we materially fail to deliver a Launch project as described in the Proposal, tell us in writing what is missing or not working. If we do not fix it within 15 Business Days of your notice, we refund the amounts paid for the part that was not delivered.

A material failure means that something the Proposal describes is missing or does not work, for example the lead form does not create records in your CRM or the agreed follow-ups are not sent. It does not include business results such as the number of leads or sales, changes of preference about work you have already approved, or problems caused by Third-Party Tools, by changes made by you or others, or by information you did not provide.

5 Run subscriptions

Run is billed monthly in advance through Whop and renews automatically until cancelled. You can cancel with 30 days' written notice; cancellation takes effect at the end of the billing period in which the notice period ends, and you keep the service until then. A billing period that has started is not refundable, and there are no refunds for partial months or unused allowance.

6 Fees we cannot refund

- Fees you pay to providers of Third-Party Tools, such as CRM, automation, email or booking platforms, are paid directly to them and are not refundable by us.
- Payment processing fees are deducted only when you cancel a Launch project before the kick-off, as described in Section 2.
- Refunds are made in US dollars. We are not responsible for exchange-rate differences or fees charged by your bank or card issuer.

7 How to request a refund

Email hello@kalryn.com with the subject line "Refund request", and include your company name, the Proposal or invoice number, the amount and the reason. We reply within 5 Business Days with our decision and, where relevant, the calculation behind it.

Approved refunds are issued through Whop to your original payment method within 10 Business Days of approval. Your bank may take several more days to show the refund. We cannot send refunds to a different card or account.

8 Chargebacks and payment disputes

Please contact us before disputing a charge with your bank; most questions can be resolved quickly. Payment-layer issues, such as a duplicate or unrecognised charge, can also be raised with Whop through its support channels. Filing a chargeback for Services that were delivered as agreed is a breach of our Terms (Section 8). In a dispute, we provide Whop and the card network with evidence of the agreement and the work delivered, such as the accepted Proposal, the signed Agreement, demo links and delivery records. This does not limit any rights you have under card network rules or applicable law.

9 Your legal rights

Our Services are for businesses. If mandatory consumer law nevertheless applies to you, nothing in this policy limits the rights it gives you.

10 Contact

Refund questions: hello@kalryn.com