

---

## Refund Policy

### 1. Introduction

This Refund Policy applies to all purchases made on the Vada Labs website. By purchasing products or services from Vada Labs, you agree to the terms outlined in this policy. For questions or assistance, contact us at [info@vadalabs.co.uk](mailto:info@vadalabs.co.uk).

---

### 2. Refund Eligibility

We aim to ensure satisfaction with all products and services. However, refunds are subject to the following conditions:

#### For Digital Products and Online Services:

- **UK Customers:**
  - You have the right to cancel your purchase within **14 days of purchase** under the Consumer Contracts (Information, Cancellation, and Additional Charges) Regulations 2013, provided the digital product has not been accessed or downloaded.
  - If the service has commenced with your consent, or if you have accessed downloadable content, refunds are not available.
- **US Customers:**
  - Refunds for digital products are not available once accessed, unless otherwise required by applicable state laws.

#### For Subscription Services:

- Refunds for subscription payments are not offered for any unused portion of the subscription period. You may cancel future renewals at any time by contacting us or managing your account settings.
- 

### 3. How to Request a Refund

To request a refund:

1. Contact us at [info@vadalabs.co.uk](mailto:info@vadalabs.co.uk) with the following details:
    - Name
    - Order number
    - Reason for refund
  2. Refunds will be processed within **14 days** of approval and returned to the original payment method.
- 

### 4. Non-Refundable Purchases

Refunds are not available for:

- Services rendered in full prior to cancellation.
  - Gift cards or promotional credits.
  - Downloaded or accessed digital products.
- 

## 5. Faulty or Defective Products

If a product is faulty or does not match its description:

- **UK Customers:** You are entitled to a repair, replacement, or refund under the Consumer Rights Act 2015.
- **US Customers:** Remedies will be provided in accordance with applicable state laws.

Contact [info@vadalabs.co.uk](mailto:info@vadalabs.co.uk) to report any issues within **30 days of purchase**.

---

## 6. Chargebacks and Payment Disputes

- If a chargeback is initiated for a purchase, we reserve the right to suspend access to related services or accounts while the dispute is resolved.
  - To avoid delays, please contact us directly for assistance.
- 

## 7. Changes to This Policy

We reserve the right to update this Refund Policy at any time. Changes will be communicated via the website. Continued use of our services after changes constitutes acceptance of the updated policy.

---

### Contact Information:

Email: [info@vadalabs.co.uk](mailto:info@vadalabs.co.uk)

Address: 71-75 Shelton Street, London, WC2H 9JQ