
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.

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, unless the service has already commenced or the digital product has been accessed or downloaded, in which case the terms below apply.
 - If you have requested the service begin immediately, you retain the right to cancel within 14 days, however a proportional charge will apply for services delivered up to the point of cancellation notice. After the 14-day window, refunds are not available.
- **US Customers:**
 - Refunds for digital products are not available once accessed or downloaded. However, if you are a US customer and believe you are entitled to a refund under your applicable state laws, please contact us at info@vadalabs.co.uk and we will assess your request accordingly.

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.
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3. How to Request a Refund

To request a refund:

1. Contact us at 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.
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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.
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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 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.
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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

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