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# Imblem.com — Refund Policy

**Effective Date:** 1/12/2026

**Last Updated:** 1/01/2026

This Refund Policy explains when refunds may be available for transactions made through Imblem.com (the “Site”) and related services provided by Imblem LLC. (“Imblem,” “we,” “us,” or “our”). This policy forms part of, and should be read together with, our **Terms of Service**, **Privacy Policy**, and other applicable policies.

By using the Services or completing a transaction on Imblem, you agree to the terms of this Refund Policy.

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## 1. General Refund Principles

Imblem provides a digital platform that facilitates access to content, features, and services. Because many offerings on the platform involve **digital access, time-based services, or creator-provided content**, refunds are **not guaranteed** and are granted only under the conditions described in this policy.

Unless otherwise required by applicable law or expressly stated in writing by Imblem:

- **All payments are final**
- **Refunds are discretionary**
- **Processing fees, third-party fees, and service fees are non-refundable**

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## 2. Eligibility for Refunds

A refund may be considered only if **all** of the following conditions are met:

1. The refund request is submitted within the applicable time window described below.
2. The request is based on an eligible reason under this policy.
3. The transaction has not been fully consumed, completed, or irreversibly delivered.
4. Granting the refund does not violate applicable laws, third-party terms, or platform policies.

Imblem reserves the right to deny refund requests that do not meet these criteria.

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## 3. Non-Refundable Items

The following are **not eligible for refunds**, except where required by law:

- Digital access that has already been granted or used
- Downloadable or streamed digital content once accessed
- Fees associated with account setup, verification, or administrative processing
- Third-party processing or transaction fees
- Services that have already been fully performed
- Promotional, discounted, or trial-based offerings (unless expressly stated otherwise)

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## 4. Refunds for Platform Errors or Technical Issues

A refund may be considered if:

- A payment was processed incorrectly due to a verified technical error on Imblem's systems
- Duplicate charges occurred
- Access to a paid service was not delivered due to a confirmed platform malfunction

In such cases, Imblem may:

- Issue a full or partial refund, or
- Provide service credits or alternative access, at its discretion

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## 5. Creator-Provided Content or Services

Where payments relate to content, services, or offerings provided by creators or third parties through the platform:

- Imblem does not guarantee outcomes, satisfaction, or results
- Refunds are **not automatically available** if expectations are unmet
- Disputes may require direct resolution between the user and the creator

Imblem may, but is not obligated to, assist in dispute resolution or issue refunds in exceptional circumstances.

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## 6. Chargebacks & Payment Disputes

Initiating a chargeback or payment dispute through a bank or payment provider without first contacting Imblem may result in:

- Temporary or permanent account restrictions
- Loss of access to platform features
- Additional review or enforcement actions

We encourage users to contact Imblem support before pursuing external disputes so we can attempt to resolve the issue directly.

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## 7. How to Request a Refund

To request a refund, users must contact Imblem Support and provide:

- The account email associated with the transaction
- Transaction date and amount
- A clear explanation of the reason for the request
- Any relevant supporting documentation

**Email:** [support@imblem.com](mailto:support@imblem.com)

Refund requests are reviewed on a case-by-case basis. Submission of a request does not guarantee approval.

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## 8. Refund Processing

If a refund is approved:

- Refunds are issued to the original payment method where possible
- Processing times vary depending on the payment provider
- Imblem is not responsible for delays caused by banks or third-party processors

Any refunded amount may be reduced by non-refundable fees where permitted by law.

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## 9. Abuse & Policy Enforcement

Imblem reserves the right to deny refunds or take enforcement action if we determine that a user is:

- Abusing the refund process
- Engaging in repeated or bad-faith refund requests
- Violating the Terms of Service or related policies

Such actions may include account suspension or termination.

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## 10. Legal Rights

This Refund Policy does not limit any mandatory consumer rights you may have under applicable law. Where local laws require refunds or cooling-off periods, those laws will prevail.

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## 11. Changes to This Policy

Imblem may update this Refund Policy from time to time. Changes will be effective upon posting on the Site unless otherwise stated. Continued use of the Services after changes are posted constitutes acceptance of the updated policy.

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## 12. Contact Information

For questions regarding refunds or this policy, contact:

**Imblem Support**  
Email: [support@imblem.com](mailto:support@imblem.com)

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