

## **Refund Policy**

Last updated: 2025

### **1. Scope**

This Refund Policy applies to purchases of premium handles made through the is.art platform.

### **2. Eligibility**

Premium handle purchases are eligible for a refund if requested within seven (7) days from the date of purchase.

### **3. How to Request a Refund**

To request a refund, you must contact [refund@is.art](mailto:refund@is.art) within the applicable refund period. Requests submitted after this period will not be considered.

### **4. Effects of a Refund**

If a refund is approved, the license to the premium handle will be revoked, the handle will be returned to the is.art pool, and you will lose all rights to the handle.

### **5. Non-Refundable Items**

Free handles are not subject to refunds. After the seven-day period, all premium handle purchases are final and non-refundable.

### **6. Abuse and Chargebacks**

is.art reserves the right to deny refund requests or suspend accounts in cases of abuse, fraud, or unauthorized chargebacks.

### **7. Governing Law**

This Refund Policy is governed by the laws of England and Wales.