



Refund & Withdrawal Policy

This policy applies to purchases of the cshuds PRO subscription. Purchases are sold and processed by our Merchant of Record, Paddle (Paddle.com Market Ltd), so refunds are issued through Paddle.

1. Right of withdrawal (14 days)

As an EU consumer you normally have 14 days to withdraw from a purchase of digital content without giving a reason.

2. Immediate access & waiver

Because PRO unlocks digital features immediately, at checkout you are asked to expressly consent to immediate performance and to acknowledge that you lose your 14-day right of withdrawal once access begins. If you give that consent and we start providing the service, the withdrawal right no longer applies. If you have not started using the paid features, you may still withdraw within 14 days for a full refund.

3. Subscription cancellation

You can cancel your subscription at any time from within the app (or via the billing/account link in your Paddle receipt). Cancellation stops future renewals; you keep access until the end of the current paid period. We do not provide pro-rated refunds for partial periods, except where required by law or in case of a fault on our side.

4. Faulty or misdescribed service

If the Service is materially faulty or not as described, you are entitled to a remedy under applicable consumer law, which may include a refund. Contact us and we will make it right.

5. How to request a refund

Email info@cshuds.com from your account email with your order details, or use the support link on your Paddle receipt. Eligible refunds are issued by Paddle to your original payment method, typically within 14 days.

6. Chargebacks

Please contact us before opening a chargeback — we can usually resolve issues faster directly.

Contact: info@cshuds.com.