Refund Policy

Last updated: October 28, 2026

1. Scope

This policy applies to purchases made by consumers of digital products and services sold by RCB International SHPK ("we", "us"), including AI-powered web applications sold on prepaid credits or subscriptions, and online language courses. It forms part of our Terms of Service.

2. Refund of unused purchases

You may request a full refund within 14 days of the purchase date if you have not used the purchase, meaning that no credits have been spent and no lesson has been opened. Credits or access that have already been used are not refunded under this section.

3. Immediate access and right of withdrawal

Our products are delivered digitally and are available immediately after purchase. When you purchase, you are asked to confirm that you want the service to start immediately and that you acknowledge that you lose the right of withdrawal for the part of the service already used (credits spent or lessons opened).

4. Technical errors and service interruptions

- If credits were charged but you did not receive an AI response because of a fault on our side, we will restore the credits on request. Please contact us within 7 days of the event and indicate the date and time.
- In case of prolonged or frequently repeated interruptions of the service for reasons attributable to us, we will evaluate proportional refunds of the unused credits or access time.

5. Non-refundable cases

- Credits already spent to generate content or interact with the AI, and lessons already opened.
- Free promotional or bonus credits.
- Accounts closed for violation of our Terms of Service.

6. How to request a refund

Send an email to info@rcbint.com stating:

- the email address associated with your account;
- the name of the product;
- the date and amount of the purchase;
- the reason for your request.

7. Processing

We review each request within five working days. Approved refunds are paid within five further working days using the payment method used for the purchase where possible, or by bank transfer to an account in your name.

8. Changes to this policy

We may update this policy. Changes apply to purchases made after the date of publication and do not affect purchases already completed.

9. Seller

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