NÖRGRU™

REFUND POLICY

Last Updated: September 12, 2026

Web version: https://norgru.eu/en/policy/refund-policy

1. Digital Products

Level 1 and Level 2 products may ordinarily be delivered immediately through automated digital distribution. Level 3 Manufacturing transactions are different: they may involve applications, NDAs, negotiations, deposits, milestones, staged delivery, controlled access, or separately agreed commercial terms.

NÖRGRU primarily sells downloadable Digital Content and software. Because digital products can be delivered immediately, purchases are generally final once the download or license has been delivered, subject always to mandatory consumer rights.

2. Technical Defects

A refund or appropriate remedy may be available where a purchased digital file is technically corrupted, broken, or non-functional and NÖRGRU cannot provide a working fix within seven (7) business days.

3. Duplicate Purchases

An accidental duplicate purchase made within 24 hours may qualify for a refund or other appropriate correction, subject to verification.

4. Consumer and Statutory Rights

Nothing in this Refund Policy limits any mandatory withdrawal, refund, conformity, guarantee, consumer, or other statutory rights that cannot lawfully be excluded or waived.

5. How to Request Assistance

Contact contact@norgru.eu with the purchase information, the affected product, the problem encountered, and any relevant evidence. NÖRGRU may request reasonable information necessary to investigate the request.

6. Payment Providers

Payments may be processed through third parties such as Payhip, PayPal, Stripe, or other providers. Refund timing may depend on the payment provider's processing procedures.

7. No Automatic Price-Difference Refund

A later promotion, discount, bundle, or different commercial condition does not ordinarily create an entitlement to refund the difference between the original purchase price and a later price, except where required by applicable law or expressly stated in the relevant promotion.

8. Relationship to the Terms of Service

8.1 Level 3 Transactions

Refunds, cancellation rights, deposits, milestones, implementation fees, and delivery obligations for a Level 3 Manufacturing transaction are governed by the applicable Manufacturing License Agreement or other transaction-specific written agreement, subject to mandatory law. The ordinary rules for automatically delivered Digital Content do not necessarily describe a bespoke Manufacturing transaction.

This Refund Policy is a concise extraction of the relevant purchase and refund provisions of the NÖRGRU Terms of Service. The full Terms remain applicable, including any mandatory consumer protections.

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