

**DRAFT — NOT LEGAL ADVICE — REQUIRES REVIEW BY A LICENSED ATTORNEY
BEFORE PUBLICATION**

Prepared for alaska-i.com. Not yet reviewed by counsel. Highlighted items in square brackets are placeholders. Remove this banner and every drafting note only after an attorney has approved the final text.

Return and Refund Policy

Effective date: [EFFECTIVE DATE]

This Return and Refund Policy explains when [OPERATOR LEGAL NAME] (“we,” “us,” or “our”) refunds payments made on alaska-i.com and related services (the “**Services**”). It is part of our Terms of Service.

1. What we sell

The only things you can buy from us are **placement plans** for your own listings: a listing is published, promoted or placed at the top of results for a fixed period (for example, 15 or 30 days). Plans are digital services that begin as soon as your listing is published. Prices are shown in U.S. dollars at checkout, before you pay.

Plans are **one-time purchases**. They do not renew automatically, and we never charge you again without a new purchase.

While paid features are offered free of charge, no payment is taken and there is nothing to refund. We will tell you before we start charging for a feature that was previously free.

2. Goods and services sold by other users

We do not sell the items, properties, vehicles, rentals, jobs or services listed by users, and we do not handle payments between users. Returns, refunds, deposits and cancellations for those transactions are a matter between you and the other user; we cannot issue refunds for them. If you believe you were defrauded, contact your bank or payment provider and law enforcement, and report the listing to us so that we can act on it.

3. When we refund a placement plan

Placement plans are generally non-refundable once the listing has been published. We will, however, refund the price you paid in these cases:

- **Billing errors.** You were charged twice for the same plan, charged the wrong amount, or charged for a purchase you did not complete.

- **Listing never published.** You paid, but the listing was never published because of a technical problem on our side.
- **Rejected before publication.** Your paid listing was rejected in moderation before it was ever published, and you ask for a refund instead of editing and resubmitting it within the paid period. This does not apply if the listing was rejected because it was fraudulent or offered items or services prohibited by our Acceptable Use Policy.
- **Extended outage.** Because of a problem on our side, your published listing was unavailable for a significant part of the paid period. In that case we may instead extend the plan by the time lost, at your option.
- **Where the law requires it.** Nothing in this policy limits any right to a refund you have under applicable law.

We do not refund plans when a listing is removed or an account is suspended or closed for violating our Terms of Service or Acceptable Use Policy, when you delete a listing or your account yourself, when the item sells or the listing is no longer needed before the plan ends, or when you change your mind after the listing is published. Promotional codes and discounts have no cash value and are not refunded.

Drafting note: The existing monte-i.com policy says “all sales are final.” The exceptions above are proposed as fairer for U.S. consumers and easier to defend in payment disputes; they are a business decision for the operator. The code currently has no refund feature, so refunds would be issued manually through Stripe.

4. How to request a refund

Email **[CONTACT EMAIL]** within 30 days of the charge (or of the problem, if later) and include:

- the email address or username on your account;
- the listing concerned and the date and amount of the charge; and
- a short description of the problem.

We will reply within **[REFUND RESPONSE TIME]** business days. Approved refunds are issued through Stripe to the original payment method. Your bank or card issuer may take 5 to 10 business days, or longer, to show the refund on your statement.

5. Chargebacks

If you have a problem with a charge, please contact us first; most issues can be solved quickly. If you dispute a charge with your bank or card issuer, we may provide the issuer with information about the purchase and the listing, and we may suspend paid features on your account while the dispute is open.

6. Contact

Questions about this Return and Refund Policy can be sent to [CONTACT EMAIL] or by mail to [OPERATOR LEGAL NAME], [MAILING ADDRESS].