

Wishtales Cancellation & Refund Policy

[Wishtales.ai](https://www.wishtales.ai)

Cancellation, Return and Refund Policy for Wishtales LLC (Delaware, USA)

Thank you for subscribing to the Wishtales Website and/or Android/iOS app.

If, for any reason, You are not completely satisfied with a purchase, We invite You to review our policy on cancellations, returns, and refunds.

The following terms are applicable for any products or subscriptions that You purchased with Us.

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Cancellation, Return and Refund Policy:

- **Application** means the software program provided by the Company downloaded by You on any electronic device, named Wishtales.
- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Wishtales LLC, No 651 North Broad Street, Suite 201, New Castle, Middletown City, Delaware, United States, 19709, ZIP+4: 19802-4447.
- **Goods** refer to the items offered for sale on the Service.
- **Orders** mean a request by You to purchase Goods or Subscriptions from Us.
- **Service** refers to the Application or the Website or both.
- **Website** refers to Wishtales, accessible from www.wishtales.ai
- **You** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Subscription Cancellation Rights

You are entitled to cancel Your monthly or annual subscription at any time. If you cancel your subscription:

- Within the first 7 days of the start/renewal of your subscription, you are eligible for a full refund.

- After the first 7 days, the cancellation will take effect from the next billing cycle, and no refunds will be issued for the current billing cycle.

To exercise your cancellation rights, you must inform Us by:

By email: support@wishtales.ai

Upon receiving your cancellation request, We will process the refund, if applicable, within 5 working days. The refund will be made to the original payment method.

Conditions for Returns

In order for the Goods to be eligible for a return, please ensure that:

- The Goods were purchased in the last 7 days.
- The Goods are in the original condition.

The following Goods cannot be returned:

- The supply of Goods made to Your specifications or clearly personalized.
- The supply of Goods which according to their nature are not suitable to be returned, deteriorate rapidly or where the date of expiry is over.
- The supply of Goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery.
- The supply of Goods which are, after delivery, according to their nature, inseparably mixed with other items.

We reserve the right to refuse returns of any merchandise that does not meet the above return conditions in our sole discretion.

Only regular priced Goods may be refunded. Unfortunately, Goods on sale cannot be refunded. This exclusion may not apply to You if it is not permitted by applicable law.

Returning Goods

You are responsible for the cost and risk of returning the Goods to Us. You should send the Goods to:

No 651 North Broad Street, Suite 201, New Castle, Middletown City, Delaware, United States, 19709, ZIP+4: 19802-4447

We cannot be held responsible for Goods damaged or lost in return shipment. Therefore, We recommend an insured and trackable mail service. We are unable to issue a refund without actual receipt of the Goods or proof of received return delivery.

Gifts

If the Goods were marked as a gift when purchased and then shipped directly to you, You'll receive a gift credit for the value of your return. Once the returned product is received, a gift certificate will be mailed to You.

If the Goods weren't marked as a gift when purchased, or the gift giver had the Order shipped to themselves to give it to You later, we will send the refund to the gift giver.

Contact Us

If you have any further questions about our Cancellation, Returns and Refunds Policy, please contact us:

By email: support@wishtales.ai