

Refund & Cancellation Policy

Last updated 8 September 2026

<https://grov.fun/refunds>

No change-of-mind refunds once work starts, where permitted by law. Your statutory rights remain.

Change of mind and cancellation

We do not offer a voluntary change-of-mind refund for work correctly delivered or already in progress, where the law permits. There is no general satisfaction guarantee.

If fulfilment has not started, contact us immediately. We may be able to cancel, but cancellation is not guaranteed. Mandatory cancellation and withdrawal rights remain unaffected. Any statutory withdrawal period, commonly 14 days in some places, applies only as the law provides. Where the law requires a separate express request or acknowledgement before early performance affects that right, accepting these terms alone is not a waiver.

Delay, non-delivery and defects

Delivery builds over time, so delay alone does not prove failure. We will investigate a material delay. This does not remove remedies for missed delivery commitments, defective service or non-delivery that applicable law requires.

If failure is ours, we may complete or perform the affected work again where appropriate. If we cannot supply the paid service, we refund the undelivered portion, or the full amount if nothing was supplied. We will not use endless retries to avoid a refund. We do not require you to accept another attempt instead of a refund where the law entitles you to a refund. Applicable refund deadlines still apply. Any greater statutory entitlement still applies.

Multi-item and partial orders

Each cart item and its quantity are assessed against the amount paid for that item. A problem with one item does not automatically refund delivered, unaffected items, subject to your legal rights.

Payment corrections

We correct or refund duplicate or incorrectly captured charges. A declined payment or temporary card authorization is not a captured charge. Your card issuer controls when a temporary authorization is released.

Buyer and platform issues

We do not voluntarily refund an incorrect target, an account or post that is private or inaccessible, or activity later removed or recalculated by the platform. This does not override a specific service promise or a remedy required by law.

How to request review

Use <https://grov.fun/contact>. Include the order ID. If you do not have it, include the receipt or payment reference, email address, payment date, amount and reason for the request. Never send a full card number, security code, private checkout token, API secret, wallet private key or seed phrase.

Where you have a statutory withdrawal right, you can exercise it by sending a clear statement of withdrawal through <https://grov.fun/contact> within the applicable period.

We review requests manually and reply by email. We do not impose a shorter contractual claim deadline, and any statutory deadline continues to apply.

How refunds are sent

A card refund returns to the original payment method, not cryptocurrency. Bank and card processing times vary.

A wallet transfer cannot be reversed. An approved or legally required wallet refund is a separate transfer after reasonable verification that you control the paying wallet.

Legal rights

Nothing in this policy limits mandatory rights relating to withdrawal, non-delivery, defective services or card-payment disputes. Contacting us is a support option, not a restriction on access to a competent authority, court or your card issuer.