

Refund & Purchase Policy

Thank you for selecting OpsArchitecture. This policy outlines the terms governing one-off digital asset purchases and recurring subscription services.

1. Digital Downloads (One-Off Purchases)

Because our downloadable intellectual property assets, operational blueprints, and static models are delivered via immediate digital download upon purchase, all sales are considered final.

- **No Change of Mind:** We do not offer refunds, exchanges, or cancellations for a change of mind, configuration preferences, or situational organisational changes once a digital asset has been accessed or downloaded.

2. Subscription Services (Recurring Billing)

For our software elements, live tools, or web-based applications offered on a recurring subscription basis, the following terms apply:

- **Automatic Renewal:** Subscriptions are billed in advance on a recurring cycle (monthly or annually) via Stripe. Your subscription will automatically renew at the end of each cycle unless explicitly cancelled before your next billing date.
- **Cancellation Policy:** You may cancel your subscription at any time via your Wix account dashboard. Upon cancellation, your access to the web-based applications and associated data hosting will remain active until the conclusion of your current paid billing period, at which point access will automatically terminate.
- **No Prorated Refunds:** We do not provide prorated refunds, credits, or cash returns for partial billing periods, unused subscription time, or immediate cancellations mid-cycle. All payments made prior to cancellation are non-refundable.

3. Consumer Guarantees & Technical Faults

OpsArchitecture

Built on Rigor. Engineered for Scale.

Your purchases and subscriptions are protected under the Australian Consumer Law (ACL). If a digital asset or web-based application suffers from a major technical failure, is corrupted, or does not match its engineered system description, you are fully entitled to a remedy.

In the event of a documented technical issue or critical system fault:

- Please notify our support team within **14 days** of the purchase or system fault at: **support@opsarchitecturefsh.com**
- We will first attempt to replace the digital asset, repair the corrupted file, or resolve the software application bug within **2 business days** to ensure functional deployment.
- If the structural fault or platform access block cannot be technically resolved by our team, a **full refund** of the affected transaction will be processed back to your original Stripe payment method.