grcHero

Refund Policy

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1 Who we are and what this covers

grcHero is built and run by Braintel Innovations, a technology startup based in Salasala, Dar es Salaam, Tanzania (registered with BRELA, business name registration number 724001).

This policy covers credit packs for grcHero. Our order process is conducted by our online reseller Paddle.com. Paddle.com is the Merchant of Record for all our orders: it takes the payment, issues the receipt and makes any refund.

2 The free tier

The free tier costs nothing, so there is nothing to refund.

3 Refunds within 14 days

You can ask for a full refund of a credit pack within 14 days of buying it, as long as none of that pack's credits have been used. The money goes back to the payment method you used, through Paddle.

4 When a refund is not available

After 14 days, or once any credits from a pack have been used, the pack is not refundable, except where the law requires a refund. Nothing in this policy limits rights you have under the law that applies to you.

Expired credits are not refunded. Purchased credits expire 12 months after purchase.

5 What a refund does

A refund removes that pack's credits from the workspace. Work already done with credits stays done. Credits belong to the workspace, have no cash value and cannot be transferred, sold or exchanged for money.

If a payment is reversed, for example through a chargeback, the pack's credits are removed in the same way.

6 How to ask for a refund

Email baraka@grchero.dev with the order number from your Paddle receipt, or use the link in that receipt to contact Paddle directly. Refunds for a workspace are asked for by its owner or an admin, or by the person who paid.

7 Changes

We will update this page and its date. Earlier versions remain available on the legal page.