

WONDERMINT REFUND & DISPUTE RESOLUTION POLICY

Effective Date: 29 March 2026

At Wondermint, all transactions for digital media occur directly between Buyers and Sellers on a peer-to-peer basis. This Refund & Dispute Resolution Policy explains how refunds, disputes, and chargebacks are handled. It is governed by the Wondermint Terms of Service. In the event of any conflict, the Terms of Service shall control.

By using Wondermint, you acknowledge and agree to this Policy.

1. GENERAL PRINCIPLES

Due to the nature of digital goods (instant delivery and immediate usability), transactions are generally final. Wondermint does not act as a merchant of record, does not hold funds, and does not issue refunds.

Wondermint guarantees the successful delivery of every purchased digital good and maintains detailed internal records (recipient IP addresses, download timestamps, and file integrity checksums) to verify delivery and support fair resolutions.

2. REFUND POLICY

Refunds are determined solely by the Seller or the applicable payment provider. Wondermint does not issue refunds.

2.1 Situations Where Refunds May Be Considered

Sellers or payment providers may consider refunds in limited cases, including:

- Non-delivery due to a technical platform failure (Wondermint will confirm delivery via our logs)
- Corrupt or unusable files where no suitable replacement is provided by the Seller
- Unauthorized transactions
- Material misrepresentation of the content by the Seller

2.2 Non-Refundable Situations

Refunds are generally not available for:

- Change of mind after successful delivery
- Misunderstanding of licensing terms
- Successful delivery of content that matches the listing description
- Failure to download or access content after delivery has been confirmed
- Any use, distribution, or exploitation of the content by the Buyer after delivery

3. DISPUTE RESOLUTION PROCESS

Wondermint strongly encourages Buyers and Sellers to resolve issues directly and in good faith.

3.1 Mandatory 72-Hour Good-Faith Period

Buyers must first attempt to resolve the issue with the Seller.

- Submit your dispute by emailing dispute@wondermint.now or using the online dispute form.
- Wondermint will forward the communication to the Seller and actively mediate toward a resolution.
- Both parties have 72 hours from the time the dispute is submitted to reach an agreement.

3.2 Platform Technical Audit

If the dispute is not resolved within 72 hours and involves delivery or item quality, Wondermint will conduct a technical audit of our internal records, including:

- Download timestamps
- Recipient IP addresses
- File integrity checksums
- Item metadata

This audit verifies whether the digital good was delivered as described.

3.3 Resolution Recommendation

If the audit or mediation shows that the Seller violated Wondermint's policies (including the Acceptable Use & Prohibited Conduct Policy), Wondermint will issue a strong recommendation for refund or reversal of funds. If the Seller refuses to comply, Wondermint may remove the Seller's listing(s) and/or suspend or terminate the Seller's account. The Buyer may then escalate the matter to their payment provider.

3.4 Escalation to Payment Provider

Buyers and Sellers retain the right to escalate any unresolved dispute directly to their payment provider (e.g., PayPal) at any time.

4. CHARGEBACK POLICY

Chargebacks should only be initiated after the 72-hour good-faith period and Wondermint's dispute process have been completed.

4.1 Handling of Chargebacks

- Chargebacks are managed exclusively by the payment provider.
- Wondermint will proactively provide the payment provider with all relevant evidence, including transaction records, delivery logs, technical audit results, and communication history.

- Wondermint will restrict or suspend accounts associated with excessive, abusive, or fraudulent chargebacks.

4.2 Seller Responsibilities

Sellers must maintain accurate listings, clear licensing terms, and proper delivery records. Sellers may contest chargebacks directly with the payment provider.

5. PLATFORM ROLE AND LIMITATIONS

Wondermint acts solely as a neutral technology platform and mediator:

- We do not control payments or hold funds.
- We do not issue refunds or determine final outcomes.
- We provide mediation support and share evidence with payment providers to support accurate resolutions.

Wondermint shall not be liable for:

- Any refund decisions made by Sellers or payment providers
- Chargebacks, reversals, or payment disputes
- Any financial losses arising from user transactions

6. USER RESPONSIBILITIES

- Buyers must attempt good-faith resolution and provide accurate information.
- Sellers must respond promptly to disputes and honor their obligations.
- All users must comply with the Terms of Service, Acceptable Use & Prohibited Conduct Policy, and payment provider rules.
- Users assume all risks associated with transactions and dispute outcomes.

7. ENFORCEMENT

Wondermint may, at its sole discretion, restrict, suspend, or terminate accounts in response to disputes, violations, or abusive behavior.

8. POLICY UPDATES AND CONTACT

Wondermint reserves the right to modify or update this Policy at any time. Continued use of the Services constitutes acceptance of any updates.

For dispute-related inquiries, contact:

Email: dispute@wondermint.now