

# Refund Policy

Kat Bot — kat.gg

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## 1. Overview

Thank you for supporting Kat. This Refund Policy governs purchases made for Kat Premium features through MercadoPago and PayPal. Please read this policy carefully before completing any purchase.

## 2. Nature of Purchase

Kat Premium is a digital subscription service. Upon payment, you immediately receive access to premium features for the duration of your subscription period. Due to the immediate and digital nature of the service, all sales are generally considered final.

## 3. No Refund Policy

As a general rule, Kat does not offer refunds for:

- Change of mind after purchase.
- Failure to use the Premium features during the subscription period.
- Removal of Kat from your server during an active subscription.
- Bans or restrictions applied due to violations of our Terms of Service.
- Incompatibility with your server's configuration or use case.
- Subscription cancellations — cancellation stops future charges but does not refund the current period.

## 4. Exceptions — Eligible Refunds

Refunds may be granted at our sole discretion in the following exceptional circumstances:

- Technical failure: the Service was completely unavailable or non-functional for more than 72 consecutive hours due to issues on our end, and the issue was not resolved.
- Duplicate charge: you were charged more than once for the same subscription period due to a payment processing error.
- Unauthorized transaction: a charge was made without your authorization and you report it within 14 days.

To request a refund under these exceptions, contact us within 14 days of the charge at [support@kat.gg](mailto:support@kat.gg) with your transaction ID and a description of the issue. We will review and respond within 5 business days.

## 5. Subscription Cancellation

You may cancel your Premium subscription at any time through your MercadoPago or PayPal account settings. Cancellation will stop future charges. Your Premium access will remain active until the end of the current billing period. No partial refunds are issued for unused days in a billing period.

## 6. Chargebacks

Initiating a chargeback or payment dispute without first contacting us to resolve the issue may result in immediate suspension of your Premium access and, potentially, permanent restriction from the Service. We strongly encourage you to reach out to us first — we are committed to resolving legitimate issues fairly.

## 7. Payment Processor Terms

Payments are processed by MercadoPago and/or PayPal. These platforms have their own terms of service and dispute resolution processes. Kat is not responsible for errors, delays, or disputes that originate within those platforms. If a payment issue is caused by MercadoPago or PayPal, you may need to contact them directly.

## 8. Consumer Rights — Argentina

Argentine consumers are protected by Law No. 24,240 (Consumer Defense Law). In the event of a legitimate service failure, you may have additional rights under Argentine law. Nothing in this Refund Policy limits or excludes rights you have under applicable consumer protection law. If you believe your consumer rights have been violated, you may contact COPREC (Consumidor.gob.ar).

## 9. Changes to This Policy

Kat reserves the right to modify this Refund Policy at any time. Changes will be effective upon posting to our website. Your continued use of the Service after changes constitutes your acceptance.

## 10. Contact

For refund requests or questions about this policy, contact us at [support@kat.gg](mailto:support@kat.gg) or through our official Discord support server.