

Refund & dispute policy

Effective date: 12 February 2026

1. Refund eligibility

Refunds apply only to purchases made directly through Cutout.

Requests must be submitted within 7 days.

Digital services already used or activated are generally non-refundable except where required by law.

If an app is deleted while a subscription remains active, billing will continue through the relevant app store cycle.

2. Requesting a refund

Email: info@cutout.fit

Include:

- Order details
- Proof of purchase
- Reason for request

Responses will be provided within 5 business days.

3. Disputes

Users should contact Cutout before lodging disputes with payment providers.

We aim to resolve issues promptly and fairly.

4. Exceptions

Refunds may be refused where:

- Services were used
- Misuse occurred
- Requests fall outside policy

Nothing in this policy overrides rights under Australian Consumer Law.