

DIGITAL FLIP REFUND POLICY

Clear, fair and honest — here is exactly how refunds work.

Last updated: July 2026

We keep this simple. Different products work in different ways, so your refund terms depend on what you bought. Read the section that matches your purchase — it tells you exactly what applies, with no fine-print surprises. If anything is unclear, contact us before you buy.

1. Ebooks, cheatsheets and digital downloads

All sales are final. Ebooks, cheatsheets, bundles and any instant-download product are delivered the moment you pay and can be kept forever. Because of that, we do not offer refunds on these items.

Before you buy, check the product description and any free preview so you know exactly what you are getting. If your file is faulty or your download link does not work, that is on us — contact us and we will fix it or re-send it straight away.

The short version

You buy it, you keep it. No refunds on instant downloads — but broken or missing files are always fixed free.

2. Live courses and training

This covers the Digital Starter Training and any other live, instructor-led session.

Full refund if you request it at least 24 hours before your live session starts. Change of plans happen. As long as you let us know at least 24 hours before the session begins, you get your full payment back.

Requests made inside the final 24 hours, or after the session has run, do not qualify for a cash refund. If you simply cannot make the time, you do not need to cancel — see below.

If a live course includes free ebooks or post-session resources

These bonuses are part of the live experience, not a separate purchase.

If you request and receive a refund, you also give up access to the free ebooks and any post-lesson resources bundled with that course. A refund means the whole package is returned — not kept.

Cannot attend? You have options instead of cancelling:

- We move you to the next available session at no extra cost, or
- We send you the session recording so you do not miss the content.

3. Prerecorded and self-paced courses

Refundable within 30 days of purchase. If a prerecorded or self-paced course is not the right fit, request a refund within 30 days of your purchase date and we will process it.

After 30 days the sale is final. Where a self-paced course includes bundled free ebooks or bonus resources, requesting a refund also ends your access to those bonuses.

The short version

30 days to decide. Ask within 30 days of buying and you are covered. After that, it is yours to keep.

4. Website, sales funnel and opt-in form builds

This covers our done-for-you build services, where we set up a website, sales funnel or opt-in/lead-capture form for you.

A 30% non-refundable retainer applies. When you book a build, 30% of the total fee is a retainer that secures your slot and covers the tools, setup and time committed to your project. This portion is not refundable once work begins.

70% is refundable within 7 days of final delivery. If you are not happy with the finished build, you can request a refund of the remaining 70% within 7 days of us delivering it to you. After 7 days the build is treated as accepted and the fee is final. Please note that dispute resolution will be employed if you requested a build, cancelled and still went onto use it in its disputed form. This is our way of preventing scammers from taking advantage of the time and effort we put into build digital products for people.

The short version

30% holds your slot and is non-refundable. The other 70% is refundable if you ask within 7 days of your final build being delivered.

5. How to request a refund

Contact us through support@digitalflip.org and include:

- Your full name
- The product or course you bought
- Your order date
- A short note on why you are requesting a refund

We reply to every refund request within [3 business days]. Approved refunds are returned to your original payment method. Depending on your bank, card or PayPal, the money usually lands within 5–10 business days.

6. Before you open a dispute

If something has gone wrong, talk to us first. Please contact us before opening a chargeback or dispute with your bank or PayPal. We can almost always sort things out faster and more fairly by dealing with it directly — and we want you to have a good experience with Digital Flip.

7. Changes to this policy

We may update this policy as our products grow. Any changes apply to purchases made after the update date shown at the top. The version of this policy that was live when you bought governs your order.

Questions before you buy?

We would rather answer a question than process a refund. Reach us any time at support@digitalflip.org