

POLICY

Money-Back and Cancellation Policy

How the 30-day money-back guarantee works, how to cancel, and how to ask for a refund.

[COMPANY LEGAL NAME] · [STREET ADDRESS, CITY, STATE ZIP, USA] · support@glowup.app ·
Last updated [LAST UPDATED DATE]

General

This policy applies to plans bought on our website through the secure checkout run by Stripe, and is part of our [Terms of Use](#). It is offered by [COMPANY LEGAL NAME], [STREET ADDRESS, CITY, STATE ZIP, USA].

30-day money-back guarantee

If GlowUP is not right for you, contact us within 30 days of your purchase and we will refund it. It is a promise about your purchase, not about any outcome: GlowUP offers wellness guidance, and experiences vary from person to person.

How to cancel your plan

- **Billing portal:** open the billing link in your receipt email or in your account and cancel in one step.
- **By email:** write to support@glowup.app from the address you used at checkout and we will cancel your plan so it does not renew.
- Deleting the app or your account does **not** cancel a subscription. Cancel first.
- After you cancel, you keep access until the end of the period you already paid for.

Automatic renewal and trials

Plans renew automatically for the same period at the price shown at checkout until you cancel. If a trial or discount is offered, we show when it ends and what is charged next. Cancel before the renewal date to avoid the next charge.

How to request a refund

1. Email support@glowup.app within 30 days of your purchase.

2. Include the email address used at checkout and the plan you bought.

3. We confirm your request by email and refund it to the original payment method.

Your bank or card issuer decides how long it takes for the refund to appear on your statement.

Your rights under state law

Some U.S. states give you extra cancellation or refund rights for subscriptions. Nothing in this policy limits them. [LEGAL REVIEW: add state-specific wording for the states where you sell.]

Exceptions

A refund can be declined for clear abuse, such as repeated refund requests across accounts.

Purchases made through Apple or Google are refunded by the store under its own policy.

Questions

Write to support@glowup.app.

Wellness guidance only. Face yoga and facial massage are not medical treatment.