

Noktra Refund Policy

Effective Date: July 7, 2026

Last Updated: July 7, 2026

Applies to: Noktra and its current and future services

This Refund Policy explains how refunds, cancellations, and payment issues are handled for Noktra purchases. It applies to paid Noktra services, including paid plans and features for Cookie, Lockie, Vaultory, Noktra websites, applications, APIs, and future paid services, unless a purchase page or service-specific plan states different terms.

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1. Scope and Consumer Rights

This Refund Policy forms part of the Noktra Terms of Service. It is intended to give clear expectations about payments, cancellation, and refunds. It does not limit consumer, cancellation, refund, warranty, or other rights that cannot lawfully be waived in your jurisdiction. Where mandatory law gives you greater rights than this Policy, that law applies.

This Policy applies only to purchases made directly from Noktra unless we state otherwise. Purchases made through an app store, marketplace, reseller, payment platform, or another third party may be governed by that third party's refund process and rules.

2. Prices, Taxes, and Payment Processing

Prices, billing intervals, currency, plan features, and any applicable taxes are shown before checkout. You are responsible for reviewing the final checkout page before completing a purchase. Payment processing is handled through third-party payment providers. Noktra does not intentionally store full payment-card numbers when a payment provider processes the transaction.

Taxes, currency-conversion charges, card issuer charges, and payment-provider fees may depend on your location, payment method, financial institution, or the checkout method. Where a refund is approved, it is generally issued to the original payment method for the amount received by Noktra, subject to applicable law and the payment provider's capabilities.

3. Subscriptions and Cancellation

Unless the checkout page clearly says otherwise, subscriptions renew automatically at the end of each billing period until cancelled. You can cancel through the relevant service dashboard, billing portal, or by emailing contact@noktra.ca before the next renewal date. Cancellation stops future renewal charges but does not normally end access before the end of the current paid period.

You are responsible for cancelling a subscription you no longer want. If you cancel after a renewal has already processed, the renewal is evaluated under this Refund Policy and any rights that apply by law. Deleting an account, removing a bot, uninstalling an application, or leaving a server does not necessarily cancel a subscription. Use the billing or cancellation method provided for the purchase, or contact us for help.

4. When Refunds May Be Available

We review refund requests fairly and case by case. A refund may be available in the following situations, subject to verification and applicable law:

- Duplicate charge: you were charged more than once for the same eligible purchase because of a technical or billing error.
- Unauthorized charge: you reasonably believe a purchase was made without your authorization. Contact us promptly so we can investigate before starting a payment dispute where possible.
- Billing or pricing error: Noktra charged an amount that clearly differs from the amount properly disclosed at checkout, or charged after a confirmed cancellation due to an error.
- Initial subscription purchase: for a first-time monthly or annual subscription purchased directly from Noktra, you may request a refund within 14 calendar days of purchase if the Paid Service has not been materially used and no substantial paid benefit has been consumed, claimed, transferred, or delivered.
- One-time or lifetime digital purchase: you may request a refund within 14 calendar days of purchase if the benefit has not been materially used, activated, transferred, consumed, or delivered in a way that cannot reasonably be reversed.
- Material service failure: a directly purchased Paid Service was materially unavailable due to an issue caused by Noktra, and we could not reasonably restore or provide the paid functionality after you gave us a reasonable opportunity to investigate and resolve the issue.

4.1 Partial or Alternative Remedies

Depending on the circumstances, the appropriate remedy may be a full refund, partial refund, account credit, extension of service time, restoration of a feature, replacement access, or another reasonable solution. We will explain the outcome of the review and, where a refund is approved, process it using the original payment method where practical.

5. When Refunds Are Generally Not Available

Except where required by law or where Noktra decides otherwise in its discretion, refunds are generally not available for:

- Renewal charges when the subscription was not cancelled before the renewal date, including where the Service was not used during the renewed period.
- Change of mind, buyer preference, accidental purchase, lack of use, or incompatibility caused by your device, third-party platform, network, permissions, settings, or failure to review service requirements before purchase.
- Services or benefits that were materially used, consumed, activated, claimed, transferred, or delivered, including paid bot features, premium status, one-time digital entitlements, creator tools, usage-based benefits, or other non-reversible digital benefits.
- Purchases made using promotional pricing, free-trial conversions, referral benefits, gifts, bundle discounts, or limited-time offers, unless mandatory law provides otherwise or the checkout terms state otherwise.
- Suspension, removal, or termination caused by your violation of the Terms of Service, acceptable-use rules, platform rules, or law.
- Problems caused by third-party platforms, including Discord outages, app stores, payment providers, internet service providers, hosting providers, or changes to third-party APIs, unless Noktra is legally responsible for the issue.
- Chargebacks or payment disputes where we have already provided the Paid Service and the payment provider resolves the transaction in a manner that prevents Noktra from issuing an additional refund.

6. Requesting a Refund

To request a refund, email contact@noktra.ca with the subject line "Refund Request." Include the relevant Noktra Service, account email or platform identity, purchase date, amount, payment method, transaction or invoice identifier, and a clear explanation of the request. Do not send full payment-card numbers or sensitive financial information by email.

We may ask for reasonable information to confirm your identity, purchase, eligibility, and the circumstances of the request. We aim to acknowledge requests promptly and complete a review within a reasonable period. Approved refunds are typically submitted to the payment provider within 10 business days, but the time for funds to appear can depend on your bank, card issuer, or payment provider.

7. Chargebacks and Payment Disputes

If you believe there is a billing problem, please contact us first at contact@noktra.ca so we can investigate. Starting a chargeback without contacting us may delay resolution because the payment provider controls the dispute process.

We may temporarily limit or suspend access to a Paid Service while an active payment dispute is being investigated. Fraudulent or abusive chargebacks, including disputes for services knowingly received and used, may result in suspension or termination after review. Nothing in this Policy prevents you from exercising a lawful right to dispute an unauthorized or incorrect charge with your payment provider.

8. Third-Party Purchases

For purchases made through a third party, such as an app store, marketplace, reseller, or platform-specific billing system, request refunds directly from that provider unless its rules tell you to contact Noktra. Noktra may provide reasonable purchase information to help investigate a request, but we cannot guarantee a third party's decision or refund timeline.

9. Changes to This Policy

We may update this Refund Policy to reflect changes to our Services, pricing systems, legal requirements, or business practices. The version in effect when you complete a purchase generally applies to that purchase, unless a change is required by law or is more favorable to you. We will post the updated Policy with a new effective or last-updated date.

10. Contact

Billing, cancellation, and refund support

Email: contact@noktra.ca

Website: noktra.ca

For faster review, include the service name, account or platform identity, purchase date, and transaction or invoice identifier. Do not send full card numbers or account passwords.