

OhShip Unlock Hidden Charges — Refund Policy

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Plain English Summary: We offer a 3-day free trial so you can fully evaluate OhShip! before paying anything. Once a billing period begins, subscription charges are generally non-refundable. EU customers have a 14-day withdrawal right unless they have accessed historical data or export features. We handle all refund requests fairly and respond within 2 business days.

1. Free Trial

OhShip! offers a **3-day free trial** on all new accounts. During this period, you can use the app's core functionality at no charge. No payment is taken until the trial ends.

If you are not satisfied during your trial, simply uninstall the App before the trial period ends. You will not be charged.

2. Subscription Charges

All subscription charges are processed through Shopify's Billing API and appear on your Shopify invoice. Once a billing period has started, subscription charges are **non-refundable** as a general rule.

If you cancel your subscription mid-period, you will retain access to OhShip! until the end of that billing period. You will not be charged for subsequent periods.

3. Data Access and Refund Eligibility

Refunds will not be issued where the historical data analysis or data export features have been accessed during the trial or any billing period. Accessing these features constitutes acceptance that the core value of the App has been delivered.

We track the following activity to determine refund eligibility:

Activity	Effect on Refund Eligibility
Historical data analysis accessed	Refund not available (core value delivered)
Data export attempted or completed	Refund not available (core value delivered)
Only dashboard viewed, no data accessed	Refund may be considered at our discretion
Technical issue preventing use	See Section 5 — Exceptions

4. Regional Rules

EU Customers — Right of Withdrawal

If you are an EU consumer, you have a statutory right to withdraw from your subscription within **14 days** of your first payment date, for a full refund — *unless* you have accessed the historical data analysis or export features.

When you first access these features, you will be shown a notice confirming that accessing them constitutes a waiver of your right of withdrawal under EU Digital Content Directive Article 16(m). By proceeding, you confirm that waiver.

If you wish to exercise your right of withdrawal and have not accessed these features, contact us at support@oh-ship.app within 14 days of your first payment. Include your Shopify store URL and the date of your first charge.

gb UK Customers

Subscription charges are non-refundable once a billing period begins, in accordance with our Terms of Service. We do not offer a statutory cooling-off period for SaaS subscriptions under UK consumer law, though we will always consider genuine cases of technical failure (see Section 5).

us US Customers

Subscription charges are non-refundable once a billing period begins. We comply with all applicable US state laws. We do not sell personal data and there are no additional refund rights under CCPA/CPRA that apply to subscription software services.

5. Exceptions — Technical Failures

If OhShip! experiences a critical failure that prevents the core functionality of the App from operating (such as the margin analysis dashboard being completely unavailable), and our team is unable to resolve the issue within **72 hours of a reported incident**, we will review refund requests on a case-by-case basis.

To qualify for consideration under this exception:

- The issue must have been reported to our support team during the affected period
- The issue must relate to core functionality, not minor display issues or feature enhancements
- The request must be made within 14 days of the affected billing period

6. How to Request a Refund

Contact our support team at support@oh-ship.app with the following information:

- Your Shopify store URL

- The date of the charge you are disputing
- The reason for your refund request

We aim to respond to all refund requests within **2 business days**. Where a refund is approved, it will be processed via Shopify's refund system and will appear on your Shopify invoice.

7. Chargebacks

If you initiate a chargeback with your card provider before contacting us, we reserve the right to dispute the chargeback where our records show the App was used during the disputed period. We always prefer to resolve billing issues directly — please contact us first.

8. Contact

For all refund and billing queries:

Email: support@oh-ship.app

Response time: Within 2 business days

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