

# Refund Policy

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"Website", "referator.cz" refer to "https://www.referator.cz", "https://www.ensayador.com", any future versions of the Website, or any affiliates thereof.

At referator.cz, we strive to provide a valuable and satisfying user experience. However, due to the nature of our service being software-based and directly consumable, we do not offer refunds for any purchases made on our website. Please carefully consider your purchase decision before proceeding.

## 1. Token Purchases

Tokens are a form of virtual currency that can be used to access additional features and benefits on our platform. Once tokens are purchased and credited to your account, they cannot be returned, exchanged, or refunded.

It is important to note that the availability and functionality of the features and benefits accessed through tokens may be subject to change or discontinuation at our discretion. However, any tokens purchased prior to such changes will remain available for use within the parameters defined at the time of purchase.

## 2. Unauthorized Transactions

In the event of any unauthorized or fraudulent transactions on your account, please contact us immediately at [Info@referator.cz](mailto:Info@referator.cz). We will investigate the matter thoroughly and take appropriate actions to address the issue and mitigate any potential losses.

## 3. Exceptional Circumstances

In exceptional cases where a refund may be considered, such as technical errors or other unforeseen circumstances, the decision to provide a refund will be at our sole discretion. Any such request must be submitted in writing to [Info@referator.cz](mailto:Info@referator.cz), including detailed information and supporting evidence.

## 4. Contact Information

If you have any questions or concerns regarding our Refund Policy, please contact us at [Info@referator.cz](mailto:Info@referator.cz). Our dedicated support team will be happy to assist you.

By using our services and making purchases on referator.cz or its affiliated websites (e.g. <https://ensayador.com>), you acknowledge and agree to comply with this Refund Policy.