



Refund and Cancellation Policy

LEGAL • Version 1 • Effective September 8, 2026

Rory Refund and Cancellation Policy (UK & EU Edition)

Last Updated: September 8, 2026

Effective Date: September 8, 2026

Entity: Rory LLC ("Rory", "we", "us", or "our")

Contact: legal@joinrory.com

Canonical URL: <https://legal.joinrory.com/en-gb/refund>

1. Virtual Goods & Statutory Cancellation Rights

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 and Directive 2011/83/EU on Consumer Rights, consumers typically have a 14-day statutory right to cancel distance contracts.

For digital content (Rory Coins): When you purchase Rory Coins, you give your express consent to immediate performance and delivery, and you acknowledge that your statutory right of cancellation is lost once the digital content is delivered and credited to your account.

2. Prohibition on Fan Cash-Outs

RORY COINS HAVE NO MONETARY VALUE. Fans cannot withdraw, exchange, redeem, or cash out Rory Coins for fiat currency or monetary credit. Unused coins remain as virtual goods in the fan's account.

3. Circumstances Where Refunds Apply

We issue refunds exclusively to the original payment method in the following verified events:

1. **Duplicate Charges:** Billing errors resulting in multiple charges for a single order.
2. **Defective Digital Content / Non-Delivery:** Coins were charged but never delivered due to an unresolved technical failure.
3. **Verified Fraud:** Unauthorized transactions reported promptly to our compliance team.

4. Finality of Completed Tips & Support

Once coins or guest payments are spent on a creator's page, the service is fully performed. Spends are permanent, irrevocable, and cannot be refunded or recalled.

5. Subscriptions & Monthly Recurring Tiers

Recurring monthly support pledges may be cancelled anytime before the next billing date via your account settings. Subscriptions remain active through the end of the current paid billing period; no prorated refunds are provided.

6. How to Contact Us

Submit refund requests to **legal@joinrory.com** detailing your account email, order ID, and grounds for request.

Source URL: <https://joinrory.com/legal/en-gb/refund>

Audit Trail: Printed on 2026-09-08 00:21:08 UTC | Version 1 (Effective: September 8, 2026) | Rory Legal Repository Authority.