



WHAT? STUDIO

Refund & Cancellation Policy

Refund terms for What? Studio software and freelance motion design projects.

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Version	1.0 - October 2026
Applies to	Plugins, scripts, digital tools, bundles and freelance services
Studio	What? Studio
Website	https://www.whatstudio.digital/
Contact	hello@whatstudio.digital



1. Purpose and scope

This policy explains refund and cancellation requests for What? Studio digital software purchases and freelance creative services. It applies unless a signed agreement, project contract, invoice, applicable marketplace rule or mandatory law requires different terms.

Please read the product description and system requirements before purchasing. For questions or refund requests, contact hello@whatstudio.digital.

2. Plugins, scripts and digital products

- **Platform:** Purchases made through Gumroad are handled using Gumroad's checkout and refund process, subject to its current rules and any mandatory consumer rights.
- **Standard request period:** Contact What? Studio within 7 calendar days of purchase to request a refund. Requests are reviewed; submitting a request does not guarantee approval.
- **Critical technical issues:** A request may be considered after the 7-day period if a major, reproducible defect prevents the product from working as described and reasonable troubleshooting or a fix is unavailable.
- **Mandatory exceptions:** Nothing in this policy limits refunds, withdrawal rights, chargeback rights or remedies required by applicable law or Gumroad's binding platform rules.
- **Free products:** No monetary refund applies to a product obtained for free.

3. How to request a software refund

Email hello@whatstudio.digital with your Gumroad purchase email, order or receipt reference, the product name and a short explanation. For technical issues, include your After Effects version, operating system, plugin version and steps to reproduce the issue where possible.

Approved refunds for Gumroad purchases are processed through Gumroad, rather than direct bank or PayPal transfers. Refund timing depends on the platform and payment provider.

4. Freelance projects — before production starts

If production has not started, a cancellation or refund is assessed based on the signed agreement, quote and invoice, together with applicable law. Any completed paid discovery, pre-production work or reserved time may be treated as work started if expressly included in the agreement.

5. Freelance projects — after work begins

- **Paid in full:** If the entire agreed project fee was paid upfront and work has started, the standard cancellation refund is 50% of the total agreed project fee; What? Studio retains the remaining 50%.
- **Deposit of 50% or less:** If only a deposit of 50% of the agreed project fee or less was paid and work has started, that deposit is ordinarily non-refundable.
- **Other payment structures:** Where the paid amount exceeds 50% but is less than the full fee, the refund is assessed under the specific project agreement or invoice; this policy does not establish an automatic percentage.
- **Contract precedence:** A project contract, accepted proposal or invoice issued by What? Studio may specify different cancellation and refund terms. Those agreed terms apply, subject to mandatory law.

These percentages describe the studio's standard commercial cancellation terms, not an exclusion of statutory remedies for defective or unperformed services.



6. Changes in scope and completed deliverables

A request to change the concept, script, number of scenes, deliverable format or other approved scope is not automatically a cancellation. Additional work may require a revised quote. Delivery and acceptance conditions are governed by the project agreement.

On cancellation, the studio is not required to provide incomplete source files, working files or unfinished deliverables unless the contract says otherwise or mandatory law requires it.

7. Reporting problems and contacting the studio

For feedback, feature suggestions and non-urgent bug reports, use the What? Studio feedback form. For refund or cancellation requests, email hello@whatstudio.digital so the request can be connected to the correct order or project.

Gumroad customer support handles applicable payment/platform issues; product questions and creator-side refund requests should generally start with What? Studio.

8. Changes and applicable rights

What? Studio may update this policy for future purchases and projects. The version communicated at purchase or contract acceptance normally applies, except where law or platform rules require otherwise.

Nothing in this document overrides non-waivable consumer protection rights. For a specific purchase, the governing law and mandatory rules may depend on the buyer's location and purchasing circumstances.