

SCORELIGHT UNDERGROUND REFUND & CHARGEBACK POLICY

1. GENERAL REFUND POLICY

Scorelight Underground operates a digital subscription platform that provides immediate access to digital services, features, and content upon activation of a subscription or purchase.

Because digital access and platform functionality are delivered immediately after purchase, all subscription fees and digital purchases are generally non-refundable except as expressly stated in this Policy or where required by applicable law.

By subscribing to or purchasing services through the Platform, you acknowledge and agree that:

- Digital services and platform access begin immediately upon activation
 - You were provided the opportunity to review this Refund & Chargeback Policy before purchase
 - You expressly waive any statutory cooling-off period or cancellation right to the extent permitted by applicable law due to the immediate delivery of digital services
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2. WHEN REFUNDS MAY BE ISSUED

2.1 Technical Errors

A full or partial refund may be issued if you were charged due to a verified technical error caused by Scorelight Underground systems, including but not limited to:

- Duplicate charges
- Charges processed after confirmed cancellation
- Billing system malfunctions
- Charges where paid services were not activated

Technical error claims must be submitted within thirty (30) days of the charge date.

2.2 Unauthorized Charges

If you believe an unauthorized charge occurred on your account and you did not knowingly authorize the transaction or share account credentials, contact:

billing@scorelightunderground.com

Unauthorized charge claims are reviewed on a case-by-case basis.

You may also be required to:

- Contact your financial institution
- Provide supporting documentation
- Verify account ownership and activity

2.3 Service Unavailability

If the Platform experiences a verified outage or service disruption lasting more than seventy-two (72) consecutive hours that materially prevents access to paid subscription features, Scorelight Underground may issue:

- A prorated refund
- Account credit
- Service extension

Compensation is determined at Scorelight Underground's sole discretion based on verified downtime and service impact.

2.4 Statutory Consumer Rights

Nothing in this Policy limits any mandatory consumer rights provided under applicable law.

Where local laws provide non-waivable refund or cancellation rights, those rights shall control to the extent legally required.

3. WHEN REFUNDS WILL NOT BE ISSUED

Refunds will generally not be issued under the following circumstances:

- You changed your mind after subscribing
- You forgot to cancel before automatic renewal
- You did not use the subscription during the billing period
- Your uploaded tracks were rejected by Aurion AI or other platform review systems
- You were dissatisfied with feedback, analytics, or discovery outcomes
- Your account was suspended or terminated for policy violations
- You voluntarily downgraded your subscription tier
- Platform features, benefits, or tools were modified with reasonable notice
- You violated the Terms and Conditions, Community Guidelines, or Billing Terms
- You purchased through third-party marketplaces governed by separate billing policies

Refunds are not guaranteed solely because:

- Discovery expectations were not met
- Rotation duration differed from user expectations

- Audience growth did not occur
 - Donations were lower than anticipated
 - Platform metrics or rankings changed
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4. FREE TRIAL POLICY

Free trials are provided at no cost and therefore generally carry no refund obligation.

If you believe you were incorrectly charged during a free trial period, contact:

billing@scorelightunderground.com

within thirty (30) days of the charge date.

If the charge is determined to have occurred in error, an appropriate refund or account credit may be issued.

5. HOW TO REQUEST A REFUND

To request a refund, contact:

billing@scorelightunderground.com

and provide:

- Full account name
- Email associated with the account
- Date of the disputed charge
- Amount charged
- Reason for the request
- Supporting documentation where applicable

Refund requests are typically reviewed within ten (10) business days.

If approved:

- Refunds are generally returned to the original payment method
- Processing times may vary by financial institution
- Certain refunds may be issued as platform account credits where legally permitted

Scorelight Underground reserves the right to deny refund requests that:

- Lack sufficient supporting information
 - Involve abuse of the refund process
 - Violate platform policies
 - Appear fraudulent or deceptive
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6. APPLE APP STORE PURCHASES

If you subscribed through the Apple App Store, your subscription is managed by Apple.

All billing issues, cancellations, and refund requests must be submitted directly to Apple through:

reportaproblem.apple.com

Scorelight Underground:

- Cannot directly issue refunds for Apple purchases
 - Does not control Apple's refund determinations
 - Is not responsible for Apple billing decisions or processing delays
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7. GOOGLE PLAY STORE PURCHASES

If you subscribed through the Google Play Store, your subscription is managed by Google.

All billing issues, cancellations, and refund requests must be handled directly through Google Play.

Scorelight Underground:

- Cannot directly issue refunds for Google Play purchases
 - Does not control Google's refund determinations
 - Is not responsible for Google billing policies or timelines
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8. CHARGEBACK POLICY

8.1 Definition

A chargeback occurs when a payment is disputed through a bank, card issuer, or payment provider and the transaction funds are forcibly reversed.

Chargebacks are separate from refund requests and may involve additional financial, operational, and fraud review procedures.

8.2 Contact Requirement Before Filing a Chargeback

Before initiating a chargeback, you agree to first contact:

billing@scorelightunderground.com

and allow up to ten (10) business days for resolution attempts.

Many billing disputes can be resolved more efficiently through direct communication.

Failure to contact Scorelight Underground prior to filing a chargeback may result in:

- Temporary account suspension
- Removal of paid access
- Restriction of platform privileges
- Additional fraud review procedures

8.3 Consequences of Chargebacks

If a chargeback is filed:

- Account access may be immediately suspended
- Paid features may be disabled
- Active content rotation may be paused or removed
- Account activity may undergo investigation

If the chargeback is determined to be unjustified:

- Scorelight Underground may formally dispute the chargeback
- Supporting evidence may include:
 - Billing records
 - Login history
 - IP/device logs
 - Service delivery records
 - Acceptance of policies and terms
- The account may remain terminated permanently
- Administrative fees of up to \$25.00 per chargeback may apply where permitted by law
- Outstanding balances may be referred for lawful collection efforts

If the chargeback is determined to be justified:

- The dispute may not be contested
- The account may be reviewed for reinstatement eligibility

8.4 Fraudulent Chargebacks

Knowingly filing a false or deceptive chargeback (“friendly fraud”) constitutes a violation of this Policy and may violate applicable law.

Scorelight Underground reserves the right to:

- Investigate suspicious chargeback activity
- Restrict accounts associated with repeated disputes
- Report suspected fraud to payment processors, financial institutions, fraud prevention networks, or appropriate authorities

8.5 Account Reinstatement Following Chargebacks

To request reinstatement after a chargeback-related suspension, users may be required to:

- Pay outstanding balances
- Pay applicable administrative or processing fees
- Verify payment methods
- Contact support@scorelightunderground.com
- Complete additional identity or fraud verification procedures

Account reinstatement is granted solely at Scorelight Underground's discretion.

9. DONATION REFUNDS

Listener donations to artists are processed as voluntary transfers through third-party payment processors.

Once completed, donations are generally non-refundable.

By making a donation, you acknowledge that:

- Funds may be transferred immediately to the designated artist
- Donations are voluntary
- Scorelight Underground does not hold donation funds
- Donations cannot typically be reversed through the Platform

Scorelight Underground is not liable for:

- Accidental donations
- Incorrect donation amounts
- Donation disputes between users and artists

Refunds or reversals may occur only where required by law or mandated by payment processors.

10. SUBSCRIPTION CANCELLATION & FINAL BILLING

When you cancel a subscription:

- Your subscription remains active through the end of the current billing cycle
- Future renewals are canceled
- No prorated refund is issued for unused time remaining in the current cycle
- Certain account data may remain stored temporarily for operational, legal, security, or compliance purposes

Unless otherwise required by law, account data may be retained for up to ninety (90) days following cancellation before deletion or archival processing.

11. MODIFICATIONS TO THIS POLICY

Scorelight Underground reserves the right to modify this Refund & Chargeback Policy at any time.

Material changes may be communicated through:

- Email notifications

- In-platform notices
- Website updates

Continued use of the Platform after updated policies become effective constitutes acceptance of the revised Policy.

12. GOVERNING LAW & DISPUTE RESOLUTION

This Policy is governed by the laws of the State of Delaware without regard to conflict of law principles.

Any disputes arising under this Policy are subject to the dispute resolution procedures contained in the Scorelight Underground Terms and Conditions, including binding arbitration where applicable.

IMPORTANT NOTICE

This Refund & Chargeback Policy operates together with the:

- Scorelight Underground Billing Terms
- Scorelight Underground Subscription Policy
- Scorelight Underground Terms and Conditions

These documents collectively form the Platform's financial and operational policy framework.

Users may be required to review and accept these policies before account creation, subscription activation, or financial transactions are completed.

Scorelight Underground strongly recommends having all policies reviewed by qualified legal counsel prior to public launch to ensure compliance with applicable federal, state, and international consumer protection laws.

CONTACT

Billing Disputes & Refund Requests: billing@scorelightunderground.com

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