

# Refund Policy

We want you to be completely satisfied with your purchase and offer a 7-day refund period for new customer product purchases, including our subscription service.

Because the products/services we offer are digital and cannot be returned, your purchase is only eligible for a refund in the following situations:

1. The requested refunded product is your first-ever product purchase with The Content Cook (includes subscriptions).
2. You purchased two licenses for the same product, accidentally. We'll gladly refund you the duplicate purchase(s).
3. There is a technical problem with the product/service that The Content Cook cannot resolve after becoming aware of the problem. Products with alleged technical issues will only be eligible for a refund when sufficient information is provided regarding how the error was created. If you and The Content Cook encounter a consistently reproducible error with the product files that cannot be resolved by The Content Cook, you will be issued a refund.

In the event that you decide your purchase was not the right decision, within 7 days of purchase, contact our support team at [info@thecontentcook.co](mailto:info@thecontentcook.co) and let us know you'd like a refund by the 7th day at 11:59 PM GST.

We are unable to process refunds in the following situations:

1. The product is not your first ever purchase.
2. Used Content: Refunds are not issued for products if you have used any part of the content, such as sharing it with your customers or including portions in another product.
3. Services: Refunds for services are not issued, unless the service was NOT delivered within the time frame specified.
4. Incompatibility of our products with third party software: Prior to ordering, please make sure you have carefully read and understood any software requirements.
5. Lack of correct software: Refunds are not issued if you don't have the correct software to open and edit the product. Software requirements include Canva (free version).
6. Download difficulties: You are having trouble downloading the product because your internet is not fast enough, is not stable, cannot handle a large download, or similar issues related to your internet.



# Refund Process

If you request a refund, please include an explanation of the reason/s for a refund, your order information, and your account email.

Send your request to [info@thecontentcook.co](mailto:info@thecontentcook.co).

Prior to ordering, please make sure you have carefully read and understood the content license rules and software requirements.

If you are not sure if the content meets your needs, or have questions about features, please contact our Customer Support Desk ([info@thecontentcook.co](mailto:info@thecontentcook.co)). All inquiries about our products are free of charge.

If you receive a refund of any purchase through this money-back guarantee, that shall immediately terminate any and all licenses granted you to use the material provided to you under these Terms of Use or any other agreement.

You shall immediately cease using the material and shall destroy all copies of the information provided to you, including without limitation: video recordings, audio recordings, photographs, template documents, membership areas, and any and all other resources.

By purchasing, you agree to waive your cancellation rights. By purchasing, you agree that all refunds are at the sole discretion of The Content Cook. You agree to The Content Cook's full Refund Policy contained here within, which we may modify from time to time in our sole discretion.

**Ronan O'Brien**

*Ronan O'Brien*

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**Founder**