

Dispute Resolution Policy

Last updated: Oct 30, 2025

If a payment dispute (chargeback) or bank reversal occurs, we apply the following procedure:

1. Initial Communication

The user agrees to contact us directly via email before initiating any chargeback request:

 **innonix.technology@gmail.com**

Purpose: to resolve the situation peacefully and quickly.

2. Submission of Evidence

In the case of a chargeback, we will provide evidence that:

- the payment was successfully completed,
- access to the digital content was granted,
- the service was available as described.

3. Unjustified Chargeback

In the event of an unjustified or bad-faith chargeback:

- the user's account and access may be suspended,
- any fees associated with the chargeback may be passed on to the user,
- we reserve the right to pursue further legal or financial claims.

4. Objective

We aim to resolve disputes:

- quickly,
- transparently,
- amicably,
- in accordance with the policies of the payment provider (Stripe).