D.C STYLE

Refund Policy

When you can get your money back for a D.C Style add-on, how to ask, and what happens to your license after a refund.

Effective September 27, 2026 **Last updated** September 27, 2026

In short

- Ask within 30 days of your order, or within 14 days if your order was discounted by 50% or more.
- Refunds are for add-ons that don't work as described, not for a change of mind.
- Ask from your invoice. Its **Billing question or refund** link opens a ticket for you.
- We decide within 2–3 business days, and pay you back the way you paid.

Summary only. The full text below applies.

This refund policy explains when you can get your money back for a D.C Style add-on, and how to ask. In short: if an add-on doesn't work as described and we can't fix it, you get a refund.

1 When you can get a refund

- The add-on won't install because of a fault in it.
- Its main features don't work as the product page describes.
- It has significant compatibility problems with a XenForo version the product page says it supports.
- The product page misdescribed what it does.
- You were charged twice for the same thing, or charged the wrong amount.

Most problems turn out to be a permission not granted or an option not set, and we would rather get the add-on working for you. So we'll usually try to fix the problem first. If we can't fix it within a reasonable time, you get your refund.

2 When refunds don't apply

- You changed your mind, or no longer need the add-on.
- The problem comes from heavy changes to your forum, or from changes you made to the add-on's code.
- It was installed or configured incorrectly, and works once that is put right.
- You don't like how something looks, and the product page showed it.
- The problem is in another developer's add-on or style, or in your server.
- The time limit below has passed.

3 Time limits

The time limit counts from the date on your invoice. Most orders have 30 days. If your order was discounted by 50% or more of its normal price, for example in a sale or with a coupon, it has 14 days. Your invoice shows the normal price and the discount, so you can check which applies.

4 Renewals and extras

Renewals The same rules apply, counted from the renewal order. A refunded renewal is taken back, and your update period returns to what it was before.
24 months of updates This is refunded together with its add-on.
Installation You get its price back in full if we haven't started. Once we have installed the add-on, it can't be refunded, unless we couldn't finish the job.
Priority support You get its price back in full within 30 days, as long as you haven't opened a ticket with it yet.

If only part of an order qualifies, we refund that part.

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5 How to ask for a refund

1. Sign in and open Orders & Invoices.
2. Open the invoice and click **Billing question or refund**. A ticket opens with the order number filled in.
3. Tell us what doesn't work: what you expected, what happens instead, and any error message. Include your XenForo version and the add-on version.

You can also open a support ticket yourself, or email contact@dcstyle.info, with your order number. We reply in the ticket within 2–3 business days. Requesting a refund walks through it step by step.

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6 How you get your money back

PayPal We refund to your PayPal account. PayPal usually shows it within a few days.
Crypto We send the US dollar amount on your invoice to a wallet address you give us, in USDT or USDC on BNB Smart Chain. We pay the network fee.
Card Lemon Squeezy refunds the card you paid with. Your bank may take up to 10 business days to show it.

We refund what you paid, including any tax.

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7 What happens after a refund

A refund ends the licenses it covers. They leave My Licenses, their downloads stop, and any renewal the order paid for is taken back. Priority support from the order ends, and an installation we haven't done yet is cancelled. We email you to confirm.

After a refund, you must uninstall the add-on and delete your copies of it.

8 Payment disputes and chargebacks

Please ask us before you open a dispute with PayPal or your bank. A ticket is quicker, and nearly always solves the problem. While a dispute is open, we may suspend the licenses from that order. If the payment goes back to you, the licenses are revoked, as with a refund. If the dispute is closed in our favor, they are restored.

9 Your legal rights

This policy adds to your rights under the law. It doesn't take any away. In the European Union and the United Kingdom, the 14-day right to cancel ends when your download becomes available, as you confirm at checkout. Your right to a remedy for faulty digital content stays. The same goes for consumer protection law wherever you live, including Vietnam.

10 · Questions

Not sure whether your order qualifies? Ask before you uninstall anything. Open a support ticket or email contact@dcstyle.info, and we'll tell you the options.

The current version is at https://dcstyle.info/refund-policy.