

SeekR

Refund and Cancellation Policy

Effective Date: March 9, 2026 | Last Updated: March 9, 2026

Version 1.0

If you have a problem with your SeekR purchase, please contact us at ritwik@seek-r.life before initiating any dispute with your payment provider. We aim to resolve all issues within 5 business days.

1. About This Policy

This Refund and Cancellation Policy explains your rights and our obligations when you purchase a travel plan or any other paid service from SeekR. It forms part of our Terms and Conditions at seek-r.world/terms and should be read alongside them.

All payments on SeekR are processed by Stripe.com Market Limited ("Stripe"), who acts as the Merchant of Record for all SeekR transactions. Your payment contract is with Stripe. This policy governs the refund rules that SeekR has set for Stripe to apply.

2. Nature of SeekR's Digital Products

SeekR sells AI-generated travel plans and related digital content. It is important to understand the nature of these products before purchase:

- Your travel plan is generated by AI at the moment you complete your purchase — it does not exist before payment is confirmed
- Delivery is immediate — your travel plan is available in your account and sent to your registered email address as soon as it is generated
- Because the product is generated and delivered immediately, it is consumed at the point of delivery
- Each travel plan is unique to your specific inputs — it cannot be resold or reused for another customer

3. Cooling-Off Period and Right of Withdrawal

By completing a purchase on SeekR, you expressly request immediate delivery of your digital travel plan and acknowledge that your right of withdrawal or cooling-off period — where such a right exists under your local consumer protection laws — begins upon purchase and is waived upon delivery of the digital content. This applies whether your jurisdiction provides a 14-day, 7-day, or any other statutory withdrawal period. Where applicable law does not permit waiver of the cooling-off right for digital content delivered immediately, SeekR will comply with the minimum requirements of that law.

This acknowledgment is required at the point of purchase via a checkbox confirmation. If you did not see or complete this confirmation, please contact us at ritwik@seek-r.life before raising a dispute.

4. When We Will Issue a Refund

Notwithstanding the waiver above, SeekR will issue a full refund in the following circumstances:

4.1 Non-Delivery

If your travel plan was not delivered to your account or registered email address due to a technical error on our part or on Stripe's part, you are entitled to a full refund. Please allow up to 30 minutes after purchase for delivery before contacting us, as AI generation can take a few moments during high demand periods.

4.2 Demonstrable Generation Error

If the AI-generated travel plan is completely unrelated to the inputs you provided — for example, you requested a 5-day itinerary for Tokyo and received a plan for a different continent — you are entitled to a full refund or a free regeneration at your choice.

Please note: minor imperfections, suggestions you disagree with, or outputs that are relevant but not to your personal taste do not constitute a generation error. Our AI produces recommendations, not guarantees.

4.3 Duplicate Charge

If you were charged more than once for the same travel plan due to a payment processing error, you are entitled to a full refund of all duplicate charges.

4.4 Force Majeure

If a force majeure event prevents SeekR from delivering your purchased service for more than 30 days, you are entitled to a full refund. See Section 13.5 of our Terms and Conditions for the definition of force majeure.

5. When We Will Not Issue a Refund

We are unable to issue refunds in the following circumstances:

- You changed your mind after receiving a correctly generated travel plan
- You found a free alternative after purchasing
- You disagree with specific recommendations within an otherwise relevant plan
- You did not use the travel plan, or you did not travel
- Travel conditions, visa requirements, or flight prices changed after you received your plan — SeekR provides advisory content only
- More than 7 days have passed since your purchase date, unless we have been actively corresponding with you about the issue
- You initiated a chargeback with your bank or payment provider before contacting us

6. Your Statutory Consumer Rights

Nothing in this policy limits or excludes any statutory consumer rights you have under applicable law that cannot be excluded by contract. This includes:

- UK Consumer Rights Act 2015 — digital content must be of satisfactory quality, fit for purpose, and as described
- Australian Consumer Law — consumer guarantees apply to digital products and services
- EU Consumer Rights Directive — applicable rights in EU member states
- Any equivalent mandatory consumer protection law in your jurisdiction

If you believe SeekR's digital content does not meet these statutory standards, you may be entitled to a remedy under your local law regardless of this policy. Contact us at ritwik@seek-r.life to discuss.

7. How to Request a Refund

To request a refund, please follow these steps:

- Email ritwik@seek-r.life within 7 days of your purchase date
- Include your order reference number (found in your purchase confirmation email from Stripe)
- Describe the issue clearly — attach a screenshot if the plan is demonstrably wrong
- We will acknowledge your request within 2 business days and aim to resolve it within 5 business days

Approved refunds are processed by Stripe and typically appear in your account within 5 to 10 business days, depending on your bank or card provider.

8. Chargebacks and Payment Disputes

We strongly encourage you to contact us before initiating a chargeback or payment dispute with your bank or card provider. Most issues can be resolved quickly and directly.

If a chargeback is initiated without prior contact, your SeekR account may be suspended pending investigation. Fraudulent chargebacks — where a refund was not due under this policy — may result in permanent account termination and referral for recovery action through Stripe.

9. Future Services

This policy currently applies to AI-generated travel plans only. As SeekR expands to include additional services such as booking or subscription features, separate refund terms will apply to those services and will be clearly presented at the point of purchase.

10. Contact Us

For all refund requests and billing queries:

SeekR

Ritwik Sinha, trading as SeekR

Bengaluru, 560077, India

Email: ritwik@seek-r.life

Refund Policy URL: <https://seek-r.world/refunds>

Payment processing queries should be directed to Stripe support at stripe.com/support — please have your order reference number ready.