

# Videoslash

## Refund Policy / Widerrufsbelehrung

Effective Date: April 23, 2026 | Last Updated: April 23, 2026

Website: [videoslash.com](https://videoslash.com) | Contact: [support@videoslash.de](mailto:support@videoslash.de)

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By purchasing a Videoslash subscription or licence, you gain immediate access to our AI-powered video software platform. Please read this Refund Policy carefully before completing your purchase.

### 1. Right of Withdrawal for Consumers (Widerrufsrecht)

If you are a consumer within the meaning of Section 13 of the German Civil Code (Bürgerliches Gesetzbuch, BGB) -- that is, a natural person acting for purposes outside your trade, business, craft, or profession -- you generally have the right to withdraw from this contract within 14 days without giving any reason, in accordance with Sections 312g and 356 BGB and EU Directive 2011/83/EU on Consumer Rights.

However, the right of withdrawal expires early for contracts for the supply of digital content not supplied on a physical medium, if performance has begun with your express prior consent and your acknowledgment that you thereby lose your right of withdrawal (Section 356(5) BGB).

By completing your purchase, you expressly request that Videoslash begin providing the digital Service to you immediately upon payment. You acknowledge and confirm that, by granting this consent and by us commencing performance, you waive your 14-day right of withdrawal in accordance with Section 356(5) BGB.

*Note: If you are purchasing as a business customer (i.e. not a consumer under Section 13 BGB), consumer withdrawal rights do not apply to your transaction.*

### 2. No Refunds

Except where required by mandatory applicable law -- for example, where we fail to deliver the Service as described -- all sales are final. We do not provide refunds, exchanges, or credits once access to the Service has been granted. This includes, but is not limited to, the following situations:

- You change your mind after purchase.
- You decide you no longer want or need the software.
- The product does not meet your personal expectations.
- You encounter financial, personal, or professional circumstances that affect your ability to use the software.
- You made the purchase by mistake or without fully reviewing the product.
- Technical issues on your device that are not caused by Videoslash.

### 3. Chargebacks and Payment Disputes

By completing your purchase, you agree not to initiate unjustified chargebacks, payment reversals, or disputes with your payment provider or bank. Any fraudulent or unjustified dispute may result in the permanent suspension of your Videoslash account and forfeiture of access to the Service. We reserve the right to contest any such dispute and to seek recovery of associated costs and losses.

#### **4. Account Termination**

We reserve the right to suspend or terminate access to your account at our sole discretion, without refund, if we determine that you have violated our Terms and Conditions or this Refund Policy. In such cases, no refund will be issued for any remaining subscription period.

#### **5. Exceptions**

Nothing in this Refund Policy excludes or limits any rights you may have under mandatory applicable German or EU consumer protection law that cannot be excluded or limited by agreement. If you believe you are entitled to a remedy under applicable law, please contact us at support@videoslash.de and we will review your case.

#### **6. Acknowledgement**

By completing your purchase, you confirm that you have read, understood, and agreed to this Refund Policy. You acknowledge that you requested immediate access to the digital Service and that, as a result, your right of withdrawal has expired upon commencement of performance.

#### **7. Contact**

If you have any questions about this policy or wish to raise a concern, please contact us before initiating any formal proceedings:

**Email:** support@videoslash.de

**Website:** videoslash.com

We will endeavour to respond to all enquiries within 10 business days.

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*This policy is effective as of the date of your purchase and applies to all transactions made through videoslash.com. This document does not constitute legal advice.  
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