Refund Policy

Last updated 25 September 2026 · Operated by Synvora Labs LLC · privacy@k00l.app

Kool is free to use. Kool+ and Kool+ Pro are optional paid subscriptions, and Coin packs and Promote are optional purchases. "Coins" are a virtual value, earned or bought, spent on virtual gifts; they are **not money**, can't be cashed out today, and gifts are consumed when sent.

Kool+ and in-app purchases

Kool+, Kool+ Pro, Coin packs and Promote are sold **only through the Apple App Store and Google Play**. Apple or Google, not Kool, process the payment and handle refunds under their own rules:

- **Apple:** request via reportaproblem.apple.com.
- **Google Play:** request via Google Play → Order history.

Your statutory rights

EU/EEA/UK consumers generally have a 14-day right of withdrawal for digital purchases, which is lost once delivery of digital content/virtual items begins with your express consent (e.g. Coins credited or a gift sent). We'll present this at purchase. We always honour non-excludable consumer rights in your country.

Subscriptions & cancellation

Cancel Kool+ or Kool+ Pro anytime in your Apple ID or Google Play settings to stop the next renewal. Closing your Kool account does not cancel it. Business customers under an agreement follow that agreement and any SLA service credits.

Buying from shops

Items in Shop are sold by the seller, not by Kool, so refunds, replacements and returns come from the seller. If something goes wrong, use **Report a problem** on the order: the seller is told, and Kool support helps you both settle it. Kool does not pay refunds for a seller. Your non-excludable consumer rights always apply.

Chargebacks

Please contact support@k00l.app before starting a chargeback. We can usually resolve issues faster that way. Fraudulent chargebacks may lead to suspension.