

Refunds and cooling-off

WW-REFUND · 2026.2-draft · effective 21 August 2026 · review quarterly

DRAFT — not legal advice — not counsel-reviewed. Early-access copy for Workshop Wrench. Do not treat this as a GA customer contract. The legal entity ABN is not yet recorded; party blocks are SPECIMEN.

SaaS fees

Monthly SaaS fees are for software access. If the ACL applies, consumer guarantees cannot be excluded. Business customers: refunds for unused prepaid annual term are a counsel item — this draft does not invent a 14-day cooling-off for all B2B supplies.

Shop customer money

Refunds of a motorist's repair invoice are the shop's ACL / warranty decision. Wrench records credit notes; we do not hold customer funds (PCI offloaded when Stripe is live).

Demo

The shared demo is free. There is nothing to refund.

Templates assist workflows. They are not legal advice, not a government form, and not a certification. Counsel must review before paying tenants or public compliance claims.