

OVERVIEW

Brownfox sells digital font licenses. Since downloads are delivered instantly via FastSpring, refunds are handled carefully to prevent abuse while still offering support when something goes wrong.

1. NO REFUND FOR DOWNLOADS

Once the FastSpring checkout completes and the download link is issued, the order is considered fulfilled. Digital font files are non-refundable because they can be copied before a refund is processed.

2. EXCEPTIONAL CIRCUMSTANCES

We will consider a refund or credit only if:

- You accidentally purchased the wrong license tier and we confirm the mistake within 48 hours.
- The download link failed to work despite troubleshooting steps.
- A tax or billing error occurred on our end.

In such cases, email hello@brownfox.com with the order ID ('order_id') and a brief explanation.

3. PARTIAL CREDITS

Instead of a full refund, we may offer:

- A credit for a future purchase.
- A replacement font file or license upgrade.

Credits expire 180 days after issuance.

4. CHARGEBACK HANDLING

If FastSpring initiates a chargeback, we will cooperate fully and provide order logs, license invoices, and download receipts. We also encourage contacting us directly before disputing so we can resolve the issue faster.

5. CONTACT

Email hello@brownfox.com with:

«Subject: Refund request — 'order_id'»

Include:

- Your name and email
- Purchase date
- Reason for the request

We aim to respond within 48 hours on business days.