



ARCHIVO LEGAL

Refund policy

How Archivo handles subscription and digital photograph refund requests while preserving your rights under Australian consumer law.

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VERSION 1.1

Refund policy

This downloadable copy matches the policy published on archivoapp.com on the effective date shown. The online version should be checked for later updates.

1. Your legal rights come first

Nothing in this policy excludes, restricts or modifies rights or remedies that cannot lawfully be excluded, including consumer guarantees under the Australian Consumer Law. Depending on the circumstances, those rights may entitle you to a repair, replacement, repeat service, cancellation, refund or compensation.

This policy explains Archivo's ordinary process in addition to those rights. It is not a fixed time limit on a statutory claim.

2. Digital photograph purchases

Because a digital original can be delivered immediately and cannot meaningfully be returned, a change of mind after successful delivery does not automatically qualify for a refund. We will, however, assess each request fairly and provide any remedy required by law.

A refund, replacement file or restored delivery may be appropriate where an order was duplicated, the wrong file was supplied, the original is materially defective or corrupt, the download cannot be provided within a reasonable time, or the purchase was not authorised. Minor screen, colour-profile, crop or compression differences that do not make the supplied image materially different from its preview are not normally defects.

3. Membership subscriptions

You can cancel a recurring paid membership using the available account or Stripe billing controls. Cancellation ordinarily stops future renewals and access continues until the end of the paid period. We do not automatically refund unused time following a change of mind or an ordinary cancellation.

We will consider a refund or credit where there has been duplicate billing, an incorrect plan charge, an unauthorised payment, a material failure of the paid Service or another circumstance requiring a remedy under law. Losing access because of a serious breach of Archivo's terms does not itself create a refund entitlement.

4. How to request help or a refund

- Email support@archivoapp.com as soon as reasonably possible.
- Provide the order or invoice identifier, purchase email and a clear description of the issue.
- For a faulty image, explain the problem and, where useful, provide a screenshot without publicly sharing the private original or order link.
- Do not send card or bank-account details to Archivo.

We aim to acknowledge a complete request within five business days. Complex ownership, fraud, payment or seller questions may take longer to investigate. Asking promptly helps us recover delivery records, but does not reduce any longer period available under law.

5. Sellers and Archivo

The workspace owner offering a photograph is the seller and is responsible for the image, licence and customer remedy obligations applying to that sale. Archivo provides the checkout and delivery technology and can coordinate support or process an approved refund through Stripe.

Sellers authorise approved refunds and related payment adjustments to be deducted from their connected Stripe balance where Stripe's rules and the transaction structure permit. Archivo may decide a platform-service issue independently of a seller, but cannot remove a buyer's non-excludable rights.

6. Refund method and timing

Approved refunds are normally returned to the original payment method in the original currency. Stripe and the buyer's financial institution control final processing time, which can take several business days after Archivo or the seller initiates the refund. Payment-processing, exchange-rate or bank timing may affect when the credit appears.

Where only part of an order is affected, a partial refund or replacement may be appropriate. A refund does not grant continuing rights to use a refunded file, except where applicable law requires otherwise.

7. Failed or delayed delivery

Signed download links can expire. An expired direct link does not necessarily mean the order has failed: the private order page may create a fresh link. If Archivo cannot restore access to a paid original within a reasonable time, email support@archivoapp.com so we can arrange an appropriate remedy.

8. Chargebacks and suspected fraud

Please contact Archivo at support@archivoapp.com before starting a payment dispute so we have an opportunity to restore delivery or correct an error. This does not prevent you from exercising rights available through your card provider or law. We may suspend delivery while a payment is reversed or investigated and may provide relevant transaction and access records to Stripe or a financial institution.

9. Contact

Submit refund and delivery requests to support@archivoapp.com. Keep your private gallery and order links out of public posts or messages to unrelated parties.