

Payment and Refund Policy

Version 1.1 | 8 October 2026

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This policy applies to QuickChunk coin purchases and paid services, including hosting, external connections and campaigns. It supplements the Terms of Service. Prices, durations and available limits are shown in the current offer before an order is confirmed; this policy is not a price list.

1. No voluntary refunds

Purchases are final. QuickChunk does not offer voluntary refunds for a change of mind, unused coins, an unused paid period or a decision to stop using the service. Only refunds required by applicable law are available. This rule does not exclude statutory consumer rights, remedies for a service not supplied or not conforming to the contract, or correction of duplicate, incorrect or unauthorized charges.

2. Prepaid service and automatic expiry

Paid services apply for the period and scope confirmed when you order. Any extension, renewal option or use of wallet credits must follow the disclosed offer and your applicable authorization. These policies alone do not authorize recurring card charges or an undisclosed paid extension. A later change to an offer does not change an already confirmed paid period.

Stopping use before expiry does not create a voluntary refund entitlement. Expiry does not convert the service into a debt for future hosting.

3. Statutory consumer rights

Where applicable distance-contract law provides a withdrawal right, consumers generally have 14 days from conclusion of a service contract to withdraw without giving a reason. The same rights apply to other customers where the law extends consumer protection to them. To exercise an applicable right, send a clear statement identifying your account and order to support@quickchunk.com or our postal address above before the deadline. No particular form is required. Other legally valid methods remain available.

Starting ongoing hosting does not automatically remove this right. If you expressly request performance during the withdrawal period, a proportionate charge for service actually delivered may be payable only where the statutory conditions and information requirements are met. A service withdrawal right may be lost after full performance only with the legally required prior express request or consent and acknowledgment. An exception for digital content also requires the prescribed express consent, acknowledgment and contract confirmation. Acceptance of general Terms alone does not satisfy these requirements.

Where the law requires reimbursement following withdrawal, we return the amount due without undue delay, normally within 14 days of receiving the statement, using the original payment method unless another method is expressly agreed without additional cost. A lawful proportionate service charge may be deducted. A mandatory monetary refund is not replaced with compulsory coin credit; corresponding refunded credits and entitlements may be adjusted to prevent duplicate reimbursement.

4. Payment errors and service complaints

Contact support@quickchunk.com with your account email, order or transaction reference, the affected service, the problem and the remedy requested. Do not send passwords or full payment-card information. We respond to consumer complaints within 14 days of receipt unless another mandatory deadline applies. Statutory consequences of failure to respond remain applicable.

For a service not supplied or not conforming to the contract, applicable remedies may include correction, a proportionate price reduction, or termination and reimbursement where the legal conditions are met. Our technical-support scope does not remove these obligations. Legitimate payment-provider disputes and other mandatory payment rights remain available.

5. Server data after expiry

Server inactivity, expiry, retention and deletion conditions are disclosed in the applicable offer or dashboard. Export important data before the applicable deadline. User-created hosted backups may be deleted with the server; QuickChunk does not automatically create backups on your behalf. Lawful retention of transaction records is separate from server-data deletion. External registration deletion does not delete files held by a customer's other hosting provider.