Return & Refund Policy

Last updated: November 12, 2026 · Gadget Guy Media LLC

Gadget Guy Media sells services and custom software, not physical products, so there's nothing to ship back. This policy explains when you can get a refund and how cancellations work. It's part of our Terms of Service.

1. Free Local AI Audit

The audit is free, so there's nothing to refund.

2. AI coaching ($75 per hour)

- **24 hours' notice or more:** if you cancel or reschedule at least 24 hours before your session, you get a full refund or a free reschedule, whichever you prefer.
- **Less than 24 hours' notice:** we keep 50% of the session fee and refund the rest, or you can reschedule once for free.
- **No-shows:** sessions you miss without notice aren't refunded.
- **If we cancel:** you get a full refund or a reschedule, your choice.

3. Build Blueprint ($297)

- **Before the call:** if you cancel before your Blueprint call takes place, you get a full refund.
- **After the call:** once the call has happened, the Blueprint fee isn't refundable, because the planning work has been done.
- **Credit:** the full $297 is credited to your build if you start it within 90 days of the call.

4. Gadget Guy AI Front Desk and custom builds

- **Before work starts:** if you cancel before we start work on a paid milestone, that payment is refunded in full.
- **After work starts:** payments for a milestone aren't refundable once work on it has started, because the work is custom-made for you. If we both agree to stop partway, you pay only for work completed, and any unused prepayment is refunded.
- **Fixes instead of refunds:** if something we deliver doesn't work as agreed, we'll fix it. Builds include a post-launch fix period (2 weeks for the Gadget Guy AI Front Desk) for this.

5. Hosting and care plans

- **Cancel anytime:** you can cancel from the billing portal at gadgetguymedia.com/billing or by emailing us. Cancellation takes effect at the end of the current billing period, and you won't be charged again.
- **No partial-month refunds:** we don't refund unused days in a billing period that has already started.
- **Free first year:** if you cancel during a free hosting period, you're never charged.

6. Third-party fees

Usage fees from third-party services, such as AI model providers, are passed through at cost and can't be refunded once incurred.

7. Billing mistakes

If you were charged twice, charged the wrong amount or charged after cancelling, we'll refund the mistaken charge in full.

8. How to request a refund

Email info@gadgetguymedia.com within 30 days of the charge with your name, the email you used and what the charge was for. Approved refunds go back to your original payment method through Stripe, usually within 5 to 10 business days, depending on your bank.

If you have a problem with a charge, please contact us before filing a dispute with your bank. It's usually faster for everyone.

9. Your legal rights

Nothing in this policy limits any refund rights you have under applicable law.