

ToriBOX ENTERTAINMENT LTD

REFUND POLICY

Last Updated: 8th October, 2026

1. INTRODUCTION

At ToriBOX Entertainment Ltd, we respect refund requests and are committed to protecting customers' rights. This policy explains how we treat refund requests.

2. PLATFORM ACCESS

ToriBOX offers three viewing options:

- **Coins / Pay-As-You-View:** Purchase coins and use them to unlock individual episodes.
- **ToriBOX VIP (Subscription):** An optional auto-renewing weekly, monthly or annual subscription that gives access to every episode of every title while it is active.
- **Free Viewing:** Limited access to free content.

To view premium content, you must have sufficient coins in your account or an active VIP subscription. We do not provide refunds for unused coins, or unviewed content after cancellation.

3. WHERE YOU PAID DECIDES WHO HANDLES THE REFUND

- **ToriBOX iOS app (Apple App Store):** Purchases are processed and billed by Apple. ToriBOX cannot issue refunds for these purchases. Request a refund from Apple at reportaproblem.apple.com; Apple decides under its own refund policy.
- **ToriBOX Android app (Google Play):** Purchases are processed and billed by Google. Request a refund through Google Play (your order history at play.google.com, or the Google Play app); Google decides under its own refund policy.
- **ToriBOX website (Paystack):** Purchases are processed by Paystack on our behalf, and refunds are handled by ToriBOX under this policy (sections 5 and 6).

If you are not sure where you paid, email us and we will help you find out.

4. VIP SUBSCRIPTIONS

- **Cancelling:** You can cancel at any time in your App Store or Google Play account settings. Deleting the app does not cancel a subscription. To avoid being charged for the next period, cancel at least 24 hours before the current period ends.
- **After cancelling:** Cancelling stops future renewals. VIP access continues until the end of the period you have already paid for. We do not give partial refunds for the unused part of a period, except where Apple, Google or the law requires it.
- **Introductory offers:** A discounted first period (for example, the first week on the weekly plan) is for new subscribers only. The subscription then renews at the standard price unless you cancel.
- **Refunded subscriptions:** If Apple or Google refunds a subscription payment, VIP access paid for by that payment ends.

5. WHEN REFUNDS MAY BE CONSIDERED

For purchases made on the ToriBOX website, refunds are generally not issued, except in cases such as:

- Unauthorized or duplicate charges.

- Billing errors or over-billing.
- Verified technical failures that made premium content unavailable for a prolonged period.

For App Store and Google Play purchases, we will support your request to Apple or Google in these same cases.

6. REFUND REQUEST PROCESS

For purchases made on the ToriBOX website, email hello@tori-box.com with:

- Your registered name and account email.
- Transaction reference and date.
- Reason for the request.

Approved refunds will be processed within 5 – 10 business days to the original payment method or other suitable channel. For App Store and Google Play purchases, follow section 3.

7. COINS AND WALLET BALANCES

Coins are non-transferable and non-refundable once purchased, except where required by law or in cases of verified billing error. Unused coins hold no cash value. If Apple, Google or ToriBOX refunds a coin purchase, the coins from that purchase may be removed from your account.

8. POLICY UPDATES

ToriBOX may modify this Refund Policy periodically. Updates will be communicated on our website or app. Continuing to use our services after updates means you accept the revised policy.

Signed by:



Managing Director