LEGAL

Return Policy

OptiExpress sells a live service, not a physical product, so there is nothing to send back. This policy explains when a session can be moved and when a payment is refunded. It forms part of our Terms of Service.

Last updated October 16, 2026

1. Summary

- **Payments are non-refundable.**
- If you can't attend, you can reschedule to any open time within 4 days of your original slot.
- A no-show is charged in full and cannot be rescheduled.
- If we cancel or your technician doesn't attend, you choose between a new time and a full refund.

2. Non-refundable payments

Every session is booked for a specific time and a technician is reserved for it. Once a payment is made it is non-refundable, except in the cases described in sections 5 and 6. This includes sessions you no longer want, sessions booked by mistake, and sessions where the results differ from what you hoped for (see “Results” in our Terms of Service).

3. Rescheduling

If you cannot attend, open your request at optiexpress.tools/account and request a reschedule before the slot starts, or contact us on Discord or at support@optiexpress.tools.

We move the session to any open time within 4 days (96 hours) of your original slot and confirm the new time with you. Your original slot stays reserved until the new time is confirmed. If no time within that window works for you, the payment is not refunded.

4. No-shows

You are a no-show if, within 15 minutes of the booked start time, you are not at your PC with AnyDesk open and reachable at the address and password you provided, or the technician cannot connect because those details are wrong.

A no-show is charged in full and cannot be rescheduled.

5. If we cancel or do not attend

If OptiExpress cancels your session, or your technician does not connect at the booked time, we contact you first. You choose between a new time and a full refund of the payment.

Refunds are issued through Whop to the original payment method. Whop usually completes them within 5–10 business days, depending on your bank.

6. Payment problems

Duplicate charges, charges you do not recognize, and failed payments that were still charged are payment-processing issues, not service decisions. Write to support@optiexpress.tools with the payment reference and we resolve them with Whop; confirmed processing errors are refunded in full.

7. Disputes and chargebacks

Please contact us before opening a dispute with your bank or a case in Whop's Resolution Center — a person answers every message. Disputes opened for reasons this policy already covers are contested with the records of your booking, your acceptance of this policy at checkout, and the session history.

8. Contact

OptiExpress, 5712 Tomas Morato St., Quezon City, Metro Manila, Philippines · support@optiexpress.tools.

OptiExpress
5712 Tomas Morato St.
Quezon City, Metro Manila
Philippines

support@optiexpress.tools
optiexpress.tools/return-policy/