



Corporate Refund and Cancellation Policy

Last updated September 25, 2026

This Policy applies to technology services contracted directly with Eterna DigitalCom LLC through eternadigitalcom.com, a proposal, or an invoice. It explains how to request a billing correction, cancel a recurring service, or seek a refund. Fortucoins and products purchased through eternadigitalcom.store are covered by the store's product-specific terms and refund policy.

1 Before an order

The applicable proposal or order should identify the scope, price, billing schedule, delivery milestones, and any subscription or cancellation terms before the customer authorizes payment. If those terms differ from this general Policy, the specific signed order controls to the extent permitted by applicable law.

2 When we review a refund

Eterna will review a refund or billing correction request when there is a duplicate or incorrect charge, a service or deliverable was not provided as agreed, a technical failure prevents access or delivery and cannot reasonably be corrected, or a refund is required by applicable law. If work was only partly completed, a partial refund may be appropriate after accounting for work delivered and the terms of the order.

A change of mind after work has been delivered, an issue caused solely by customer-provided materials or instructions, or a request concerning a completed service does not automatically entitle a customer to a refund. This does not limit rights under the order or applicable law. Eterna will not reject a documented non-delivery or material service issue merely by labeling the service "digital."

3 How to request a refund or correction

Email support@eternadigitalcom.com from the billing or account email. Include the customer or company name, invoice or transaction reference, service purchased, date and amount of the charge, and a brief description of the issue. Please do not email full card numbers. Eterna may request reasonable additional information needed to investigate.

Eterna will acknowledge the request and review the applicable order, payment and delivery records. We will communicate the decision and, if approved, the refund amount and method by email. Approved refunds ordinarily return to the original payment method; the time for the funds to appear may depend on the payment provider and bank.

4 Recurring services and cancellation

A recurring service can be cancelled for future renewals by emailing support@eternadigitalcom.com from the billing or account email and identifying the service. If an account dashboard provides a cancellation control, the customer may use it as well. Eterna will confirm the cancellation and effective date. After that date, no further recurring charge for the cancelled service will be initiated.

Access during an already paid period, any minimum commitment, and treatment of unused prepaid amounts follow the order presented before enrollment and applicable law. A customer does not need to provide a reason to stop future renewals.



5 Payment disputes and support

Customers may contact Eterna so we can investigate a payment concern promptly. This Policy does not prevent a customer from contacting a card issuer or exercising any chargeback or other rights available under applicable law. We may provide transaction and delivery records to a payment provider when responding to a dispute.

6 Contact and updates

Refund and cancellation requests: support@eternadigitalcom.com. This Policy may be updated for future orders by publishing a new date. The terms applicable to an existing order remain subject to that order and mandatory law.