

# CoreBots Order Policy

Effective Date: July 20, 2025

Last Updated: July 20, 2025

Applies to all purchases made through CoreBots.

## 1. Agreement to Terms

By placing an order with CoreBots, you agree to comply with and be bound by this Order Policy. If you do not agree with this policy, please do not place an order.

## 2. Payment & Invoicing

- Full Payment Required: All orders must be paid in full before work begins unless otherwise stated in writing.
- Accepted Payment Methods: Payments are accepted via Stripe, unless a custom agreement has been made.
- Refunds: All purchases are final. Refunds are not issued except in rare cases of non-delivery as determined by CoreBots.

## 3. Turnaround Time

- Estimated Timeframes: Delivery time varies depending on the complexity of the order. Estimated delivery will be discussed after payment.
- Delays: CoreBots is not liable for delays caused by third parties, missing client information, or force majeure (e.g., outages, emergencies).

## 4. Revisions

- Included Revisions: Each bot order includes up to 2 minor revisions after initial delivery. Major changes are not included.
- Revision Requests: Must be made within 7 days after delivery.

## 5. Ownership & Rights

- Code Ownership:
  - Custom bots: CoreBots retains ownership of the core framework. You receive a license to use the bot.
  - Source code will not be provided unless explicitly agreed upon and purchased.
- Hosting: Hosting services remain under CoreBots' infrastructure. Misuse or abuse may result in termination.

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- Reselling Prohibited: You may not resell, redistribute, or transfer any product or service purchased from CoreBots.

## 6. Usage Policy

- Appropriate Use: Bots and hosting must not be used for illegal, malicious, or abusive purposes.
- Compliance: You are responsible for complying with Discord's Terms of Service and all applicable laws.

## 7. Termination of Service

CoreBots reserves the right to terminate service or deny future orders for:

- Breach of this policy
- Abuse of services or staff
- Chargebacks or fraudulent activity

## 8. Support

- Support Period: Orders include no technical support unless a hosting plan is active.
- Ongoing Support: Extended support is available through hosting subscriptions.

## 9. Changes to This Policy

CoreBots reserves the right to update this policy at any time. Updated terms will be posted on our website or communicated via email.

## 10. Acknowledgement

By placing an order, you confirm that you have read, understood, and agreed to this Order Policy.