

ToriBOX Refund Policy

Last Updated: 10th October 2025

1. Subscription & Access

ToriBOX offers two viewing options:

- **Monthly Subscription:** Unlimited access to premium content for the duration of your active plan.
- **Coins / Pay-As-You-View:** Purchase coins and use them to unlock individual shows or movies.
- **Free Viewing:** Limited access to free content.

To view premium content, you must either have an active subscription or sufficient coins in your account.

You may cancel your subscription anytime. Cancellation stops future billing, but you'll continue to have access until the end of the current billing cycle.

We do **not** provide refunds or credits for partial months, unused coins, or unviewed content after cancellation.

2. When Refunds May Be Considered

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.
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3. New User / No Usage Policy

If you are a **new user** and have **not accessed or streamed** any content, you may request a refund within **7 days** of your first payment.

Once content has been accessed or coins have been used, refunds will not apply.

4. Refund Request Process

To request a refund, email **hello@tori-box.com** with:

- Your registered name or 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.

5. 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. Expired or unused coins hold no cash value.

6. 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.