

THINKTANK

CANCELLATION & REFUND POLICY

Last Updated: June 18, 2026

Welcome to **ThinkTank**, a premier Personal & Community Problem Solving Web Platform. We are committed to providing our users with an exceptional collaborative environment to tackle challenges, brainstorm initiatives, and build community solutions. Because your satisfaction is paramount, we govern our premium features, subscriptions, and digital services under this transparent and professional Refund Policy.

1. 7-Day Money-Back Guarantee

We offer a formal **7-Day Money-Back Guarantee** on our subscription plans and premium platform packages. If you decide that ThinkTank does not meet your personal or organizational problem-solving needs, you are entitled to request a full refund within the first seven (7) calendar days of your initial transaction.

Important Notice: To qualify for the guarantee, your cancellation and refund request must be officially submitted via email no later than 11:59 PM UTC on the 7th day following your initial registration or purchase date.

2. Eligibility Criteria

To qualify for a complete refund under our 7-day guarantee, the following parameters must be met:

- The request must be made strictly within seven (7) days of the original purchase timestamp.
- The guarantee applies solely to the first billing cycle of new subscription accounts and does not apply to recurring renewal invoices.
- The account must not have engaged in fraudulent activity, violated our community code of conduct, or abused platform features (e.g., bulk exporting copyrighted community data or programmatic scraping within the 7-day window).

3. Post-7-Day Policy & Renewals

Once the initial 7-day window has elapsed, all payments made to ThinkTank become strictly non-refundable. This aligns with the digital nature of our assets and immediate service infrastructure allocation.

- **Subscription Cancellations:** You may cancel your subscription at any time. Your access will remain active until the conclusion of your current paid billing period, preventing any future recurring charges. No prorated refunds are issued for mid-cycle cancellations.
- **Automatic Renewals:** Subscriptions are configured to renew automatically to prevent service interruptions. It is the user's responsibility to manage their subscription settings prior to renewal dates.

4. How to Request a Refund

To initiate a refund process, please submit a formal ticket or send an email directly to our support desk. To ensure rapid processing, your request should be structured as follows:

1. Send an email from your registered ThinkTank account email address.
2. Address the email to: hello@thinktankcommunity.online
3. Include the Subject Line: "**Refund Request - [Your Full Name or Username]**"
4. Provide your Transaction ID or Invoice Number inside the message body.

Our billing department will process your request within three to five (3–5) business days. Once validated and approved, the funds will be credited back to your original payment method. Please note that banking institutions may require additional processing windows to reflect the credit on your statements.

5. Revisions and Modifications

ThinkTank reserves the right to modify, amend, or alter this Cancellation and Refund Policy at any given time to accommodate updates in legal frameworks or platform service additions. Any changes will become effective immediately upon public posting on the web platform.

Contact and Support

For clarifications, disputes, or detailed account assistance regarding our terms, feel free to reach out to our administration team:

Email: hello@thinktankcommunity.online

Platform: ThinkTank Personal & Community Problem Solving Network