



The Gut Lab™ – Terms & Conditions (Refund & Cancellation Policy)

These Terms & Conditions (the “Terms”) govern your use of thegutlab.org and the associated web application and digital content (collectively, the “software”) operated by Omni Business Enterprises LLC (doing business as “The Gut Lab™,” “we,” “us,” or “our”). By purchasing, accessing, or using the software, you agree to these Terms. See the full Terms and Conditions document using the [link](#) at [thegutlab.org](#)

1. Subscription, Billing, and Cancellation

The software is offered as a monthly subscription plus applicable taxes where required. Your subscription automatically renews each month unless you cancel. You may cancel at any time prior to your next billing date; access will continue through the end of the current paid billing period. We do not provide prorated refunds for partial billing periods.

2. Refund Policy for Web Application (7 Days; Limited Use)

Refund requests must be submitted within 7 calendar days of the initial purchase. Refunds are not available if “Substantial Access” has occurred as reflected in the account section in the application.

Substantial Access includes any of the following (measured by account usage logs and/or the software's technical counters):

Viewing 2 or more educational modules/pages, Generating or exporting 1 or more PDF summaries, 15 minutes or more total in-app time.

If you believe a charge was made in error, contact us before filing a chargeback. Unresolved chargebacks may result in account suspension.

2a. Refund Policy for PDF

Due to the nature of downloadable digital products, all sales of one-time digital products (including PDF guides) are **final and non-refundable** once access has been granted.

If you experience technical issues accessing your purchase, please contact us at info@thegutlab.org and we will ensure access is provided.

3. Contact

Support and billing inquiries: info@thegutlab.org