



Refund Policy

Last Updated: April 10, 2026

At EqualPixels, we want you to be satisfied with your purchase of prozilio.com. Our refund policy is designed to be transparent and compliant with consumer protection laws.

1. Merchant of Record

Our order process is conducted by our online reseller, [Paddle.com](https://paddle.com). [Paddle.com](https://paddle.com) is the Merchant of Record for all our orders. Paddle provides all customer service inquiries and handles returns.

2. Refund Window (14 Days)

We offer a full money-back guarantee for all new subscriptions. You are eligible for a full refund if you request it within 14 calendar days of your initial payment date.

If you are not satisfied with the product that you have purchased from us, you may request a refund within this 14-day period.

3. How to Request a Refund

To request a refund within the 14-day window, you must inform us of your decision. You may do so by contacting us via one of the following methods:

- **Email:** info@prozilio.com
- **Paddle Support:** You may contact Paddle directly via email at help@paddle.com or use their chatbot at paddle.net.

No specific reason is required to request a refund within this timeframe.

4. Cancellations

You may cancel your subscription at any time.

- **Effect of Cancellation:** If you cancel after the 14-day refund window has passed, you will not be charged for the next billing cycle, but you will not receive a refund for the current payment. You will continue to have access to your account until the end of your current subscription period.

5. Free Trial

We provide a 14-day free trial to allow you to evaluate the software before being charged.

- If you cancel before the trial expires, you will not be charged.
- If your trial converts to a paid subscription, the 14-day refund window (described in Section 2) begins on the day your payment is processed.

6. Contact Us

If you have any questions concerning our return policy, please contact us at:

- **Email:** info@prozilio.com