

Refund & Cancellation Policy

Ashby Navis & Tennyson Media Publisher, LLC

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Our Refund Philosophy

We want you to subscribe because you believe our products provide value—not because you feel trapped.

We also believe it's important to be clear about how subscriptions work before you purchase them.

This policy explains when refunds are available, how to cancel your subscription, and what you can expect from us if something goes wrong.

Our goal is simple:

No surprises.

Your Subscription

Ashby Navis offers both monthly and annual subscriptions for selected products and services, including our Literary Interactive Business Cards.

Your subscription begins immediately after your payment has been successfully processed.

Subscriptions renew automatically unless canceled before the next billing date.

You'll always know whether you've selected a monthly or annual plan before completing your purchase.

Our 14-Day Satisfaction Period

If this is your first subscription with us and you are purchasing for personal, non-commercial use, you may request a full refund within fourteen (14) days of your initial purchase.

We offer this period because we'd rather earn long-term customers than reluctant ones.

This refund period applies only to your initial subscription purchase and does not apply to subscription renewals.

Business Accounts

Businesses, organizations, and commercial customers often have different purchasing requirements than individual consumers.

Unless required by applicable law, business subscriptions are generally non-refundable.

If you have questions before purchasing, we're always happy to answer them.

Renewals

Monthly subscriptions renew each month.

Annual subscriptions renew once each year.

We'll make every reasonable effort to remind annual subscribers before their renewal date whenever practical.

If you decide not to continue your subscription, simply cancel before your next billing date.

Canceling Your Subscription

You may cancel your subscription at any time through your account or customer billing portal.

When you cancel:

- Your subscription will remain active until the end of your current paid billing period.
- You will not be charged again unless you choose to resubscribe.
- We do not provide partial refunds for unused time remaining in a billing period.

When Technology Doesn't Cooperate

We work hard to keep our services available and reliable.

Occasionally, however, technology has other ideas.

If a significant problem occurs because of a defect in our own software, we'll investigate the situation and may provide a refund, credit, or other appropriate solution.

If the interruption is caused by circumstances outside our control—such as internet outages, cloud hosting providers, payment processors, browser issues, or problems with your local device—we generally cannot offer refunds for those events.

Every situation is different, and we'll always do our best to be fair.

Questions

If you're unsure whether a subscription is right for you, or if you have questions about billing, cancellations, or refunds, please contact us before purchasing.

We're happy to help.

Thank you for taking the time to read this.

We know refund policies are rarely exciting reading, but we believe it's better to explain things clearly before you purchase than disappoint you afterward.

If anything in this policy isn't clear, please ask.

We'll gladly explain.

— The Ashby Navis & Tennyson Team