

ToriBOX ENTERTAINMENT LTD

REFUND POLICY

Last Updated: 3rd March, 2026

1. INTRODUCTION

At ToriBOX Entertainment Ltd, we respect refund requests and are committed to protecting customers rights. This policy explains how we treat refunds requests

1. Platform Access

ToriBOX offers two viewing options:

- 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 have sufficient coins in your account.

We do not provide refunds for 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.

3. Refund Request Process:

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

- Your registered name and 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. 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.

Signed by:

A handwritten signature in black ink, appearing to be a stylized 'S' followed by some illegible characters.

Managing Director