

Refunds — version 2026-09-21

Archived version, unchangeable · Version date: 21.09.2026 · <https://streamtik.io/refund-policy/2026-09-21/>

Refunds — StreamTik Interactive

Seller and payment processing

Every StreamTik subscription is sold by Paddle. Paddle is the Merchant of Record: Paddle concludes the purchase contract with you, issues the invoice, takes the payment and pays out refunds.

StreamTik Interactive UG (haftungsbeschränkt) provides the software and the services that belong to the subscription.

Our promise: your money back within 14 days

Within 14 days of the first payment of a subscription you get the full amount back on request. You do not have to give a reason.

This is a voluntary promise by StreamTik. We arrange the refund for you with Paddle.

With the refund your access to the StreamTik products ends: the licence is withdrawn, and the software can no longer be started afterwards.

How to get your refund

Send an email to support@streamtikgames.com and name the email address you ordered with. That is how we find your payment at Paddle.

We then issue the refund by hand in Paddle.

As the seller, Paddle can also be reached directly: through Paddle's buyer help at <https://paddle.net> you can request a refund, manage your subscription and get your invoices.

Your statutory right of withdrawal stays untouched

This promise comes on top of your statutory right of withdrawal and leaves it untouched. As a consumer you can withdraw from the contract under the applicable statutory rules.

What applies there, and how you declare a withdrawal, is set out in the withdrawal information. The link to it is at the end of this page.

Paddle's own terms

Because Paddle is the seller, Paddle's Buyer Terms and Paddle's Refund Policy also apply to your purchase. They set out the rights you have towards Paddle.

Both pages are linked at the end of this page. Our promise above stays untouched by them.

Version date: 21.09.2026