

Refunds — version 2026-09-23

Archived version, unchangeable · Version date: 23.09.2026 · <https://streamtik.io/refund-policy/2026-09-23/>

Refunds — StreamTik Interactive

Your statutory right of withdrawal applies

As a consumer you may withdraw from the contract within fourteen days of its conclusion without giving any reason.

The seller and your contracting party is StreamTik Interactive UG (haftungsbeschränkt); payment is processed by Stripe as the payment service provider.

The details, in particular when the right of withdrawal expires early for digital content, are set out in the withdrawal information. The link to it is at the end of this page.

Beyond that there is no refund

Beyond statutory entitlements, StreamTik does not grant voluntary refunds.

Days already paid for in a running billing period are not refunded on cancellation unless mandatory statutory entitlements apply.

How to declare a withdrawal

There are three ways, and all of them go to StreamTik as the seller:

- through the withdrawal form at <https://streamtik.io/withdraw/>, which needs no sign-in,
- by email to support@streamtikgames.com,
- using the model withdrawal form at the end of the withdrawal information.

Name the email address you ordered with. To meet the deadline it is enough that you send your declaration before the fourteen days are over.

The refund is made to the same payment method you used for the purchase, at the latest within fourteen days of your declaration reaching us.

What happens to your access after a refund

With the refund your access to the StreamTik products ends.

The licence is withdrawn, and the software can no longer be started afterwards.

If you do not get anywhere with us

Come to us first: support@streamtikgames.com. Most cases are settled there within a few days.

StreamTik is neither obliged nor willing to participate in dispute resolution proceedings before a consumer

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arbitration board.

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