

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. Your mandatory statutory rights as a consumer, in particular the right of withdrawal, the rights in respect of defects under sections 327 et seq. of the German Civil Code, the price reduction and damages, remain unaffected.

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 at the latest within fourteen days of your declaration reaching us, to the same payment method you used for the purchase, unless expressly agreed otherwise with you; no fees are charged for it. It is arranged by StreamTik as the seller and executed through our payment service provider Stripe. Please address refund requests to StreamTik, not to Stripe.

What happens to your access after a refund

Whether your access ends depends on what is refunded.

Where the contract is unwound in full, your access to the StreamTik products covered by that contract ends. That is the case in particular after a valid withdrawal, after ending the contract because of a defect (sections 327m and 327o of the German Civil Code) and where the price you paid is refunded in full.

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The licence for that contract is then withdrawn, and the software it covers can no longer be started afterwards.

Where the price is reduced (section 327n of the German Civil Code), where only part of the price is refunded, or where you assert other rights in respect of defects, your access stays and the contract carries on. Statutory entitlements to a price reduction, to damages or to other partial refunds remain unaffected.

This does not cover ordinary cancellation: that ends the contract at the end of the contract term, and time you have already paid for is not refunded. Until then your access stays.

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 arbitration board.

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