

Right of Withdrawal — version 2026-09-22

Archived version, unchangeable · Version date: 22.09.2026 · <https://streamtik.io/widerruf/2026-09-22/>

Right of Withdrawal — StreamTik Interactive

Seller and payment processing

StreamTik subscriptions are sold and billed by Paddle, which acts as the Merchant of Record and authorised reseller.

For buyers outside the United States and Canada, the relevant Paddle contracting entity is:

Paddle.com Market Limited

30 Old Bailey

London

United Kingdom

EC4M 7AU

Company No. 08172165

StreamTik Interactive provides the digital content and digital services included in the subscription.

Right of withdrawal for EU/EEA consumers

If you are a consumer residing in the European Union or European Economic Area, you generally have the right to withdraw from the contract within fourteen days without giving any reason.

The withdrawal period is fourteen days from the date on which the contract is concluded.

The withdrawal must be declared to Paddle as the seller, not to StreamTik. You must inform Paddle of your decision by means of an unequivocal statement.

There are three ways to do this:

- through the withdrawal button in the Paddle customer portal. You can reach the customer portal through the "Manage subscription" or "Manage transaction" link contained in your Paddle transaction confirmation, or via <https://paddle.net>,
- by email to help@paddle.com,
- using the model withdrawal form, which is set out in the German version of this withdrawal information.

It is sufficient to send your withdrawal declaration before the withdrawal period expires.

Early expiry for digital content

The StreamTik subscription includes digital content, including downloadable software and games.

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Your right of withdrawal in respect of digital content that is not supplied on a tangible medium may expire before the end of the fourteen-day withdrawal period where the applicable legal requirements are met.

This may occur where performance has begun after you expressly consented to performance beginning before the end of the withdrawal period, acknowledged that you would thereby lose your right of withdrawal in respect of the digital content once performance begins, and received the legally required contract confirmation.

Digital services

The StreamTik subscription also includes digital services, including browser-based features and cloud or server functionality.

You may expressly request that these services begin before the end of the withdrawal period.

For paid services, the right of withdrawal generally expires only once the relevant service has been fully performed and the applicable statutory requirements are met.

If you withdraw after requesting that services begin during the withdrawal period, you may, where permitted by applicable law, be required to pay a proportionate amount for services already provided.

Effects of withdrawal

Where a valid withdrawal is exercised, payments relating to the withdrawn contract will be refunded in accordance with applicable law.

Refunds are processed by Paddle as the seller and Merchant of Record.

Where possible, the refund will be made using the same payment method used for the original transaction, unless expressly agreed otherwise with you; in no case will you be charged any fee because of this refund.

Following a valid withdrawal and refund, access to the relevant StreamTik products will end. StreamTik software requires an active licence and can no longer be used once that licence has been revoked.

Free trial

The monthly StreamTik subscription may include a seven-day free trial.

To prevent the subscription from becoming chargeable, you must cancel it before the end of the free-trial period.

Cancellation of a free trial is separate from exercising a statutory right of withdrawal.

Additional withdrawal or refund rights may be available under Paddle's then-current Buyer Terms and Refund Policy.

Under Paddle's Refund Policy, where a subscription includes a free trial, a further period of 14 calendar days for withdrawal runs from the end of that trial. The version of Paddle's Refund Policy in force at the time applies; it is available at <https://www.paddle.com/legal/refund-policy>.

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Consumers outside the EU/EEA

Withdrawal and refund rights may differ depending on your country or region.

The rights applicable to your Paddle transaction are governed by the mandatory consumer laws applicable to you and Paddle's current Buyer Terms and Refund Policy.

Additional voluntary refund promise

Independently of the statutory right of withdrawal, StreamTik promises to refund the full amount on request within 14 days of the first payment of a customer's first subscription; the promise applies once per customer. The details are set out on the refund page at <https://streamtik.io/refund-policy/>.

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