

Rovyren Cancellation and Refund Policy

Gladiator Enterprises LLC, doing business as Rovyren

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Version 2026-10-14 | Prepared contract draft for attorney review. Not attorney approved. Purchases must remain paused until review, acceptance controls and payment delivery are complete.

1 Scope contacts and controlling rights

This Policy applies to the particular assessment or package purchased from Gladiator Enterprises LLC, doing business as Rovyren. It applies to new orders after this version is displayed and affirmatively accepted. Earlier orders keep their accepted terms. Business mailing address: 77 Hurlbut St, Westwood, NJ 07675. Cancel or request a refund at jim@rovyren.com or booking@rovyren.com. We do not require a reason, sales call or retention offer to cancel.

Use the direct cancellation link supplied on the website or in your account when available, or email either address. A formatted cancellation email may be sent from the purchase account without adding information already available to us. If an account cannot be identified, we request only what is reasonably necessary. A missing order number is not grounds to reject an identifiable request. A received cancellation freezes new chargeable work and future renewal authorization immediately, even while calculations are pending. Confirmation is due within two business days; delayed acknowledgment does not extend the effective date.

2 Assessment price allocation

The \$399 assessment price allocates \$99 to paid questionnaire access, \$250 to written review and recommendations, and \$50 to the findings call. Tax is disclosed before payment. The \$99 is earned only when you deliberately open the paid questions after the access/activation notice. Opening a receipt, access email, landing page, automated email preview or security scanner does not count. The \$250 is earned on delivery of conforming written findings; documented review labor may be earned before delivery as described below. The \$50 is earned only when the call is held.

3 Assessment cancellation and expired access

Before paid questions are deliberately opened, cancel for a full refund of the amount actually paid. After opening, a change-of-mind cancellation may retain the \$99 access component. If actual review work has begun, retained labor is \$100 per hour in fifteen-minute increments, capped at \$250; we keep records and itemize it. Sales, payment administration and correcting Rovyren errors are not review labor. Final submission authorizes review work. A conforming delivered report earns the \$250 component; the call remains refundable until held.

Access is fourteen calendar days from a working access notice successfully sent. A known bounce or unusable link does not start the period. A Rovyren-caused outage extends access by the unavailable time. One free seven-day extension may be requested before expiry. If you never submit and never opened the paid questions, we refund the full amount actually paid automatically after expiry. If you opened but never submitted, we refund the \$250 review and \$50 call components, subject to the discount rule below, and retain only the earned access component. Refund initiation is due within three business days after expiry.

One purchase permits one completed submission. Correcting a genuine error is not a second paid assessment. Once all three conforming components have been delivered, no ordinary change-of-mind refund remains; service-failure and legal remedies remain available. If the call is unheld forty-five calendar days after report delivery, its allocated amount is refunded within three business days unless you agree to a later appointment. A no-show is not a completed call.

4 Assessment service failures

If usable paid access is not supplied within two business days after confirmed payment, you may cancel for a full refund. If paid content materially differs from the offer or is defective, we investigate and correct it or provide the appropriate refund; opening defective content does not protect the access charge.

Written findings are expected in three to five business days and due within ten business days after a complete submission. If that deadline is missed for a reason within Rovyren's control, you may accept a specific new date or cancel undelivered review and call for their \$300 allocated amount, adjusted only for an actual purchase discount. No review-labor deduction applies to that missed-deadline refund. A partial draft is not completed delivery. An abandoned or wholly unusable purchase receives a full refund. If findings omit a deliverable or materially misstate submitted answers, we acknowledge a correction request within two business days and correct or propose a resolution within five business days. Reporting within fourteen days is helpful but does not shorten legal rights.

5 Package billing and cancellation

Monthly package billing starts at purchase and renews every month until canceled. Onboarding is a separate one-time charge at purchase. The first monthly service payment receives the eligible \$399 discount; later payments use the disclosed full monthly rate. There is no required twelve-month commitment, acceleration of future months or early-termination penalty. Setup and activation occur after purchase and do not silently move the billing cycle.

Cancel renewal at any time. Cancellation received before the next renewal charge is processed prevents that charge; a charge processed after timely cancellation is refunded. If renewal has already been charged, cancellation stops subsequent renewals and service normally continues through the current paid period. An ordinary mid-period cancellation of delivered active service does not automatically refund the active period, but unearned work, duplicate charges, material nonperformance and mandatory remedies remain refundable. You may request earlier cessation; we explain any service effects and calculate any refund due rather than treating the request as a penalty.

Money collected before setup is advance payment, not proof that safeguards are active or that all services have been earned. Monthly fees are earned for actual contracted recurring services; technical onboarding work is allocated to onboarding and is not also billed as review labor or a second setup fee. Where contracted recurring service has not been provided, the unearned portion is refundable. Rovyren must substantiate any earned service retained during setup. If a material failure defeats the entire purpose of the period, a full affected-period refund may be appropriate.

6 Onboarding hardware and third party commitments

Cancel before onboarding starts for a full onboarding refund, excluding only separately approved, disclosed third-party costs already irrevocably incurred. After work begins, retention is limited to completed delivered milestones at agreed prices. For started unfinished milestones, actual documented labor may be retained only at a rate and cap disclosed in the accepted Order. Without that prior disclosure, the unfinished milestone is refundable. There is no blanket forfeiture of the onboarding fee.

If Rovyren misses an agreed implementation deadline, we notify you and propose a specific replacement date. Unless you accept the extension, delayed and dependent undelivered work may be canceled for a refund of its allocated price without a deduction for unsuccessful work. Independent conforming milestones remain payable. Greater remedies remain available if the failure defeats the engagement's purpose.

Hardware and third-party licenses follow only return, cancellation and commitment terms disclosed and accepted before ordering. Rovyren passes through recovered refunds and does not collect the same cost twice. Provider error, misdescription, defective goods and mandatory remedies are not excluded by a vendor's nonrefundable label. No annual vendor commitment is inferred from a monthly Rovyren subscription. Annual Rovyren packages are not currently offered through this monthly checkout; any separately agreed prepaid service requires its own disclosed terms and refunds unused recurring service proportionately using the discounted price actually paid.

7 Discounted purchases and refund calculations

Refunds never exceed the amount actually collected plus refundable tax. A percentage discount on an assessment is allocated proportionately across its \$99, \$250 and \$50 components. For a \$199.50 half-price assessment those allocations are \$49.50, \$125 and \$25. An unused-review-and-call refund on that purchase is \$150, not \$300. An assessment promotion does not enroll the buyer in a package.

The package \$399 discount reduces only the first monthly service charge and is not allocated to onboarding, tax or later months. A first-period service refund is based on the discounted amount actually paid: Shield \$101, Sentinel \$601 or Fortress \$2,101 before tax. Canceling does not trigger a \$399 clawback, cash payout or surcharge. Cancellation and re-enrollment do not reset already used offer eligibility. Each package offer is available once for the same business/purchaser; a paid assessment is not required.

8 Refund process and payment disputes

We acknowledge refund requests within two business days, make a reasoned decision within five business days after receiving reasonably necessary information, and initiate approved refunds within three business days after approval. Card credits generally appear in five to ten business days depending on the provider/bank; we supply a transaction reference on request. Refunds normally use the original payment method. Applicable tax is refunded proportionately. No processing or administrative fee is deducted and account credit is not substituted without consent.

Accidental duplicate charges for the same order are refunded in full. Suspected unauthorized charges are investigated promptly; an access log alone is not proof of cardholder authorization. You retain bank, regulator and legal complaint rights. We do not require withdrawal of a chargeback as a condition of reviewing a refund, add a dispute penalty or make a duplicate refund. An active dispute is handled through the payment provider's permitted process.

9 Delays notice and preserved rights

Business days and deadline calculation follow the Terms of Service in Eastern time. Customer-caused pauses require a written explanation of essential missing information and affected deadlines; the remaining clock resumes rather than restarting. Not sure is a permitted assessment answer. No policy overrides fraud, statutory remedies, nonwaivable cancellation rights or a legally required cooling-off period applicable to the actual transaction. Refund obligations are not reduced by a contractual damages cap.