

HOLY RETRO

SUBSCRIPTION, CANCELLATION & REFUND POLICY

Last updated: May 18, 2026

This Subscription, Cancellation, and Refund Policy governs the monthly recurring mail services provided by Holyretro.com ("we", "us", or "our"). By purchasing a subscription service on Holyretro.com (the "Site"), you agree to the terms outlined below. This policy should be read alongside our standard Terms of Service and Privacy Policy.

1. Subscription Model & Billing Cycles

Holy Retro offers a physical monthly mail subscription service. When you purchase a subscription plan, you expressly acknowledge and agree to the following recurring payment structures:

- **Automatic Renewal:** Subscriptions automatically renew every month on the same calendar day as your original purchase (the "Billing Date").
- **Recurring Charges:** Your chosen payment method will be automatically charged the then-current subscription fee plus any applicable taxes or delivery fees on each recurring Billing Date until you formally cancel your plan.
- **Payment Authorization:** You authorize Holy Retro (via Wix Payments or our designated secure third-party payment processors) to store your payment information and execute these monthly charges.

2. No Mandatory Pre-Registration ("Guest Checkout")

To ensure a seamless checkout experience, Holy Retro does not require you to create a member account prior to completing a purchase or signing up for a subscription.

- **Data Collection at Checkout:** During the guest checkout process, you must provide a valid email address and a complete physical shipping address. This information is strictly utilized to process your transactions, generate invoices, and successfully dispatch your physical monthly mail.
- **Post-Purchase Account Creation:** Following your initial transaction, you will receive an order confirmation email. This email contains an invitation to activate your personal customer portal on our Site using the email address provided during checkout.

3. Cancellation Policy

You retain absolute control over your subscription and may cancel it at any time. There are no long-term contractual commitments, minimum terms, or hidden cancellation fees.

- **How to Cancel:**
 - *Via Customer Portal:* If you activated your account post-purchase, you can log directly into Holyretro.com, navigate to your member settings profile, select "My Subscriptions", and click cancel.

- *Via Email:* If you completed checkout as a guest and did not set up an account, you can cancel your subscription by contacting us directly through the customer support channels or contact details listed on Holyretro.com. Please provide your full name and the email address used at checkout to help us verify and process your request.
- **Cancellation Deadlines:** To prevent your payment method from being billed for the subsequent cycle, you must submit your cancellation request at least **forty-eight (48) hours** prior to your next scheduled recurring Billing Date.
- **Post-Cancellation Access:** Upon successful cancellation, you will not receive any further recurring charges. You will continue to receive any physical monthly mail deliveries for which payment has already been collected for the current billing cycle.

4. Refund & Return Policy

Because the physical items sent through our monthly mail services are compiled and dispatched dynamically, our refund rules are structured as follows:

- **Subscription Renewals:** Monthly renewal payments are non-refundable once they have been successfully processed. If you fail to cancel your subscription before the 48-hour deadline prior to your Billing Date, that month's payment will be captured and the scheduled mail will be sent.
- **Damaged or Missing Mail:** In the event that your monthly physical mail arrives materially damaged, or fails to arrive entirely due to transit issues, please contact us immediately. Holy Retro will, at its sole discretion, issue a replacement delivery or provide a partial or full refund for that specific affected cycle.
- **Change of Address Responsibility:** It is your sole responsibility to ensure that your physical shipping address is kept accurate and up to date. Address corrections must be made via your customer portal or submitted via email prior to your monthly Billing Date. Holy Retro is not liable for missing or misdirected mail resulting from outdated customer address records, and refunds will not be issued under these circumstances.

Need Assistance?

If you experience any difficulties managing your account, updating your physical delivery address, or processing a cancellation request, please reach out to us using the official contact details or communication form hosted on **Holyretro.com**.