

Introduction

This Premium Policy explains how paid features (“Premium”) work on RoDevs.

This policy should be read alongside our Terms of Service. By purchasing or using Premium, you agree to both this policy and our Terms.

What is Premium?

Premium is a paid upgrade that gives you access to additional features on RoDevs.

Premium features may change over time as we improve the platform.

Payments

Payments are processed securely via Stripe.

When you purchase Premium:

- you agree to pay the listed price at checkout
- you authorise us to charge your selected payment method
- you agree to Stripe’s terms and conditions

We do not store your full payment details.

Subscriptions & Billing

Premium membership is offered as a subscription.

- Billing is recurring (e.g. monthly or yearly), depending on what you select
- You will be charged automatically at the start of each billing period
- Prices and billing intervals will always be shown before purchase

Cancelling Premium

You can cancel your Premium subscription at any time. This is done by logging into the website (<https://rodevs.com>) with your Discord account. Then, click on “Premium” at the top of the page (or “Settings” under your profile), and there will be a button to manage your subscription.

- Your Premium benefits will continue until the end of your current billing period
- After that, your subscription will not renew

We don’t do partial refunds for unused time unless required by law.

Refunds

As a general rule:

- payments are **non-refundable**

However, we may offer refunds in certain situations at our discretion, such as:

- accidental purchases
- technical issues on our side

If you think you're eligible, please contact us.

Changes to Premium

We may update Premium features from time to time.

This includes:

- adding new features
- changing existing features
- removing features

We won't guarantee that any specific feature will always be available, but we aim to keep Premium valuable and fair.

Misuse & Abuse

Premium is meant to enhance your experience—not to be exploited.

We may suspend or remove Premium access if:

- you abuse the system
- you attempt fraud or chargebacks
- you break our Terms of Service

In serious cases, your account may also be restricted or terminated.

Price Changes

We may change pricing in the future.

- Existing subscriptions will not be changed without notice
- If prices change, it will apply to future billing cycles or new purchases

Technical Issues

We aim to provide a smooth experience, but things can occasionally go wrong.

We are not responsible for:

- temporary outages
- bugs affecting Premium features

If something isn't working as expected, contact us and we'll do our best to fix it.

If you think you have been charged incorrectly (e.g. a cancellation request not being observed, being charged for 2 tiers at the same time, etc.), please contact us immediately so that we can rectify this.

Contact Us – Requests, Questions and Complaints

We ask you contact us to ask policy questions, report breaches of the policies and make complaints. It is our policy to reply and take any action we need to take relating to your request within 28 days. We aim to respond to any serious matters or safety concerns within 24 hours.

We are reachable via:

- Discord, please message Yankue
- Email:
 - For safety concerns and content reports, safety@rodevs.com
 - For policy questions, complaints, and exercising rights, compliance@rodevs.com
 - For any other matters and general chit-chat, yankue@rodevs.com
- Post:
 - Unit 157103
PO Box 7169
Poole
United Kingdom
BH15 9EL