



DIGITAL PRODUCT POLICY

Effective Date: 17 February 2026 **Last Updated:** 17 February 2026

This Digital Product Policy applies to all digital products, digital downloads, and digital content ("Digital Products") purchased from Cantorin (a brand of HelixOneGlobal (www.helixoneglobal.com)) ("we," "us," or "our") through our website at CantorinWorld.com.

This policy also acknowledges that, where we offer physical merchandise (including Gildan 64000L), such physical products are produced and fulfilled via Printify and Printify acts as the contracting party for the supply of those physical goods.

Digital Products include, but are not limited to:

- Downloadable video files
- Digital graphics, templates, and design files
- E-books and written guides
- Audio files and soundtracks
- Digital licenses and access codes
- Any other electronic files or content delivered digitally

2.1 Delivery Method

Digital Products will be delivered electronically via:

- Instant download link sent to your email address
- Access through your Cantorin account dashboard
- Direct download from the order confirmation page

2.2 Delivery Timeframe

Digital Products are typically available immediately upon successful payment and provided via instant access (e.g., download link or streaming access). In rare cases, delivery may take up to 24 hours.

2.3 Access Period

Download links remain active for **30 days** from the date of purchase. You are responsible for downloading and saving your Digital Product within this timeframe. After 30 days, we may remove access to the download link.

2.4 Technical Requirements

You are responsible for ensuring your device meets the minimum technical requirements to access and use the Digital Product. File formats, software compatibility, and system requirements will be clearly stated on the product page before purchase.

3.1 Loss of Cancellation Right / Express Consent at Checkout

Under the UK Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (including Regulation 37), **you lose your right to cancel once the Digital Product download, streaming, or other access has started**, provided that:

- You have given your express consent to immediate delivery; and
- You acknowledge that you will lose your right to cancel once access begins.

Because Digital Products are supplied electronically and we cannot reliably track or verify whether a Digital Product has been accessed, downloaded, streamed, or otherwise used, **all sales of Digital Products are final once the Digital Product is provided or made available for download/access** (for example, when a download link is issued, access is enabled in your account, or access is provided on an order confirmation page).

Accordingly, at the time of purchase you must **expressly consent** to immediate supply of the Digital Product and **acknowledge that you lose (waive) your 14-day right to cancel and receive a refund** once the digital content is provided or made available for download/access.

3.2 Before Supply/Availability

If the Digital Product has **not yet been provided or made available for download/access**, you may cancel your order within 14 days of purchase and receive a full refund. To cancel, contact us at shop@helixoneglobal.com with your order number.

4.1 No Returns for Change of Mind

Because Digital Products are delivered instantly and cannot be "returned" once accessed, **we do not offer refunds or exchanges if you simply change your mind, purchase the wrong item, or are dissatisfied with the content** after accessing it. **No refunds are available for Digital Products once they have been accessed (including where download or streaming has started), except where the Digital Product is technically defective.**

4.2 Faulty or Not as Described

If your Digital Product is:

- Technically defective (including where the file is corrupted, damaged, incomplete, or otherwise cannot be accessed or used as intended)
- Materially different from the description on our website
- Missing content that was advertised

You are entitled to a **repair (re-delivery of a working file), replacement, or refund** under the Consumer Rights Act 2015.

To request a remedy, you must contact us within **30 days of purchase** at shop@helixoneglobal.com and provide:

- Your order number
- A clear description of the issue
- Screenshots or evidence of the problem (if applicable)

4.3 Refund Processing

Approved refunds will be processed within **14 days** and returned to your original payment method.

5.1 Limited License

When you purchase a Digital Product, you are granted a **non-exclusive, non-transferable, revocable license** to use the Digital Product for **personal, non-commercial use only**, unless we explicitly state otherwise in the product description.

5.2 Restrictions

You may **NOT**:

- Resell, redistribute, or share the Digital Product with others
- Claim ownership or authorship of the Digital Product
- Use the Digital Product in a way that infringes on third-party rights
- Reverse-engineer, decompile, or modify the Digital Product (unless expressly permitted)

5.3 Copyright

All Digital Products remain the intellectual property of Cantorin or our licensors. Unauthorized use, reproduction, or distribution is strictly prohibited and may result in legal action.

We process your personal data (including your email address and payment information) in accordance with our Privacy Policy and the UK General Data Protection Regulation (UK GDPR). Your data is used solely to deliver the Digital Product and provide customer support.

7.1 Scope of Support

We provide reasonable technical support to assist with:

- Issues accessing or downloading your Digital Product
- Corrupted or incomplete files

We do **not** provide support for:

- Third-party software required to use the Digital Product
- General technical issues with your device or internet connection

7.2 Contact

For technical support, email us at shop@helixoneglobal.com with your order number and a description of the issue.

To the fullest extent permitted by law:

- Digital Products are provided "as is" without warranties of any kind
- We are not liable for indirect, incidental, or consequential damages arising from your use of Digital Products
- Our total liability is limited to the amount you paid for the Digital Product

Nothing in this policy excludes or limits our liability for death or personal injury caused by our negligence, fraud, or any other liability that cannot be legally excluded.

We reserve the right to update this Digital Product Policy at any time. Changes will be effective immediately upon posting to our website. Your continued purchase of Digital Products after changes constitutes acceptance of the updated policy.

If you have any questions about this Digital Product Policy, please contact us:

Cantorin Email: shop@helixoneglobal.com Website: <https://cantorinworld.com>

EU Representative (GPSR): HONSON VENTURES LIMITED Email: gpsr@honsonventures.com Address: 3, Gnaftis House flat 102, Limassol, Mesa Geitonia, 4003, CY

By purchasing and accessing Digital Products from Cantorin, you acknowledge that you have read, understood, and agree to be bound by this Digital Product Policy.