

LemonsLemons

Refund & Dispute Policy

Effective date: 29 March 2026

Platform: lemonslemons.ai

Operator: Godomodo Ltd. ("Godomodo" EOOD), UIC 206394015

Disputes & refunds: hello@lemonslemons.ai

Response time: within 2 business days

1. Overview

This Refund and Dispute Policy explains when refunds are available, how disputes between buyers and audience owners are handled, and what role LemonsLemons plays in resolving them.

LemonsLemons acts as an intermediary marketplace. We are not a party to the commercial agreement between buyers and audience owners, but we do maintain a dispute resolution process to protect both sides and preserve trust in the platform.

This policy is part of and should be read alongside our Terms and Conditions at lemonslemons.ai/terms.

2. What You Are Buying

When a buyer books a sponsorship slot on LemonsLemons, they are purchasing access — a confirmed placement delivered to a specific audience. They are not purchasing guaranteed results such as clicks, conversions, leads, or revenue.

This distinction is important for refund eligibility. A placement that was delivered as agreed but did not perform as hoped is not grounds for a refund. A placement that was not delivered, or was materially different from what was agreed, is.

3. Refund Eligibility

3.1 Automatic refunds — no dispute required

The following situations trigger an automatic full refund to the buyer, without requiring a formal dispute:

- **Booking declined after payment:** If a buyer's payment is processed and the audience owner subsequently declines the booking, a full refund is issued automatically within 5 business days.
- **Platform cancellation:** If LemonsLemons cancels a booking due to a violation of our Acceptable Use Policy or Terms and Conditions by the audience owner, a full refund is issued to the buyer.

3.2 Refunds available via dispute process

The following situations may qualify for a full or partial refund following a dispute review:

- The audience owner failed to deliver the sponsorship slot by the agreed date and has not rescheduled or communicated within a reasonable timeframe
- The delivered placement materially differs from what was described in the listing and agreed in the booking brief — for example, significantly reduced placement, wrong format, or delivery to a substantially different audience
- The audience owner's channel was found to contain content that violates our Acceptable Use Policy, which was not disclosed at the time of booking
- The audience metrics provided in the listing were materially inaccurate and this is verifiable

3.3 Situations where refunds are not available

Refunds are not available for: campaign underperformance, low click or conversion rates, subjective dissatisfaction with creative execution (where the placement was delivered as agreed), or requests submitted more than 14 days after the agreed delivery date.

If you are unsure whether your situation qualifies, submit a dispute and we will review it. We would rather evaluate a borderline case than have a genuine issue go unresolved.

4. Refund Summary Table

Situation	Refund available?	Amount	Process
Booking declined after payment	Yes — automatic	100%	Automatic, no action needed
Platform cancels booking (AUP breach)	Yes — automatic	100%	Automatic, no action needed
Non-delivery by agreed date	Yes — via dispute	100%	Submit dispute within 14 days
Material difference from listing	Yes — via dispute	Full or partial	Submit dispute within 14 days
Inaccurate audience metrics (verifiable)	Yes — via dispute	Full or partial	Submit dispute within 14 days
Campaign underperformance	No	—	Not eligible
Dissatisfaction with creative (delivered as agreed)	No	—	Not eligible
Request submitted after 14-day window	No	—	Not eligible

5. How to Submit a Dispute

5.1 Time limit

All disputes must be submitted within 14 days of the agreed delivery date of the sponsorship slot. We cannot review disputes submitted after this window has closed.

Set a reminder for the delivery date so you don't miss the 14-day window. If delivery is delayed and no new date has been agreed, the 14-day window starts from the original agreed delivery date.

5.2 What to include

Email hello@lemonslemons.ai with the subject line: DISPUTE — [your booking reference number]. Include:

- Your account email address and booking reference number
- A clear description of the issue — what was agreed versus what happened
- Evidence supporting your claim: screenshots of the listing at the time of booking, the booking brief, communication with the audience owner, and evidence of non-delivery or incorrect delivery
- The refund amount you are requesting and why

5.3 What happens next

Once we receive your dispute:

- We acknowledge receipt within 2 business days
- We contact the audience owner and request their response and evidence
- Both parties have 5 business days to submit their evidence
- We review all evidence and issue a decision within 10 business days of the dispute being fully submitted
- Both parties are notified of the outcome in writing

LemonsLemons's decision on disputes is final within the platform. It does not affect either party's right to pursue legal remedies independently.

6. Dispute Outcomes

6.1 Resolved in buyer's favour

If we determine the buyer's claim is valid:

- **Full refund:** Issued where the slot was not delivered at all, or the listing was materially misleading
- **Partial refund:** Issued where the slot was delivered but materially differed from what was agreed — the refund amount reflects the degree of shortfall

Refunds are returned to the original payment method. Processing time is typically 5 to 10 business days depending on the payment provider.

6.2 Resolved in audience owner's favour

If we determine the delivery was completed as agreed, no refund is issued. The buyer will be notified of this outcome with our reasoning.

6.3 Partial fault

In cases where both parties share some responsibility — for example, a buyer who provided an incomplete brief and an audience owner who did not seek clarification — we may issue a partial refund that reflects the shared situation.

7. Impact on Audience Owner Payouts

Where a full refund is issued to a buyer following a dispute, the corresponding payout to the audience owner is withheld. If a payout has already been processed, the audience owner will be required to return the relevant amount, which may be offset against future payouts.

Where a partial refund is issued, the audience owner's payout is reduced by the refund amount plus the proportional commission adjustment.

Repeated disputes resolved against an audience owner may result in account review, suspension, or removal from the platform.

8. Chargeback Policy

A chargeback is when a buyer disputes a payment directly with their bank or card provider, bypassing our dispute process. We strongly encourage buyers to use our dispute process first — it is faster, fairer, and does not carry the risks associated with chargebacks.

If a buyer initiates a chargeback without first submitting a dispute through LemonsLemons, we reserve the right to:

- Suspend the buyer's account pending investigation
- Provide evidence to the payment provider contesting the chargeback if the booking was fulfilled as agreed
- Permanently remove the buyer's account for repeated or abusive chargeback use

Chargeback abuse — initiating chargebacks for bookings that were legitimately delivered — is a violation of our Terms and Conditions and may result in permanent account removal and recovery of any wrongfully reversed funds.

9. Mediation and Legal Recourse

If either party is unsatisfied with LemonsLemons's dispute outcome, they retain the right to pursue the matter independently through mediation or legal channels under Bulgarian law and EU consumer protection regulations.

The European Commission's Online Dispute Resolution platform is available at ec.europa.eu/consumers/odr for EU-based users who wish to pursue alternative dispute resolution.

Nothing in this policy limits any statutory rights you may have as a consumer under the laws of your EU member state.

10. Changes to This Policy

We may update this Refund and Dispute Policy as the platform evolves. Material changes will be communicated via email or a notice on the platform at least 14 days before they take effect.

11. Contact

For all disputes, refund requests, and questions about this policy:

Godomodo Ltd. (LemonsLemons)

Apt. 16, Floor 3, 12 Naroden Pevets Str.

Pavlovo, Sofia 1618, Bulgaria

Email: hello@lemonslemons.ai

Subject line for disputes: DISPUTE — [booking reference]