

Cancellation and refunds

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Submit cancellation or refund requests through your subscription workspace or info@xanderfiber.com. The response records the effective date and access during any remaining paid period. Refunds are assessed against the accepted order, payments actually received and mandatory rights. Approval and transfer of a refund are separate steps; completion is recorded with a return reference and accounting adjustment. No blanket exclusion of refunds or statutory withdrawal rights applies.