

Proto Refund & Return Policy

Refund Policy

There are terms and conditions that apply to transactions at Proto. We'll be as brief as possible. The main thing to remember is that by placing an order through Proto or through an authorized Distributor/Reseller, you agree to the terms set forth below along with Proto's Privacy Policy, Software License, Warranty, and Terms and Conditions.

At this time, Proto will not refund any purchase of its products. Please visit the Proto's Warranty page if the product was received with a defect upon inspection. Additionally, the deposit placed for any Proto product is NON-REFUNDABLE.

Return Policy

We fundamentally believe you will be thrilled with the products you purchase from Proto. We strive to ensure that they're designed and built with the end user in mind. At this time, Proto does not accept returns for any reason unless the product is damaged upon arrival. In that case, you are required to work with Proto or a Proto Authorized Service Professional (PASP) to diagnose, repair, or potentially replace a component for the device subject to Proto's Warranty policy.

Please visit Proto's Warranty page for complete details on how to work with Proto and the Warranty.

Prepaid Credits

This provision governs refunds for prepaid Credits and the use of Credits for Apps and Services, and does not apply to hardware purchases, which remain non-refundable except as provided under the applicable Warranty. All Credits expire twelve (12) months after the date on which the Credit bundle containing them was purchased, as set forth in Section 3.1 (Expiration & Inactivity) of the Terms & Conditions. Expired Credits are forfeited and are not "unused" Credits for purposes of this policy; they are not eligible for refund, re-credit, or reinstatement except at Proto's discretion. Credits redeemed for Apps or completed jobs are non-refundable on the basis of subjective dissatisfaction, reflecting the experimental nature of AI-generated media. If a job fails or is not delivered, any Credits deducted for that job will be automatically re-credited as paid Credits, which will carry the expiration date of the bundle from which they were originally debited or a date thirty (30) days after the re-credit, whichever is later. You may request a refund of unused and unexpired paid Credits within 30 days of purchase; however, Proto will deduct or cancel any promotional or bonus Credits issued in connection with that transaction. The 30-day refund window runs from the date of purchase and is not extended, tolled, or renewed by the expiration of any Credits or by any re-credit under this policy. Refund requests must be submitted via a support ticket from the email associated with your account and include the purchase receipt and account ID, and Proto may request logs or job IDs to confirm eligibility. Proto may decline refunds, reverse Credits, or suspend accounts in cases of fraud, abuse, or chargebacks. Credits have no cash value and are not redeemable for cash except where required by law. Nothing in this policy limits any non-waivable consumer rights under applicable law.