

SECTION 9 — REFUND & CANCELLATION POLICY

AI SOCIAL TECHNOLOGIES LLC Refund & Cancellation Policy

Effective Date: _____

This Refund & Cancellation Policy (“Policy”) explains how subscription cancellations and refunds are handled for AI Social Technologies LLC (“Company”). By subscribing to or using the Company’s Services, the customer (“Customer”) agrees to the terms below.

1. Cancel Anytime Policy

Customer may cancel their subscription **at any time**. Cancellation becomes effective immediately upon submission.

Cancelling a subscription **does not** retroactively refund charges already processed.

2. Monthly Subscription Refunds

Monthly subscription fees are **non-refundable once the billing period begins**.

Example (Monthly Billing):

- Customer pays for the month of **April** on **April 1st**
- Customer cancels on **April 2nd**
- **No refund** is issued for April
- Customer retains access until April 30th
- No further charges occur

This applies regardless of usage, login activity, or account status during the billing period.

3. Multi-Month or Annual Subscription Refunds

If Customer prepaid for multiple months or an annual plan:

- Customer may cancel at any time
- Customer will receive a **pro-rated refund for any unused future months**
- The current active month is **not refundable**

Example (Annual Billing):

- Customer pays for 12 months
- Customer cancels after 3 months

- Customer receives a refund for the **remaining 9 months**
- No refund is issued for the first 3 months already used

4. No Refunds for Partial Use

The Company does not offer refunds for:

- Partial months
- Partial usage
- Unused features
- Inactivity
- Failure to use the Services after payment

All subscription periods are considered fully earned once the billing cycle begins.

5. Billing Errors

If Customer believes a billing error occurred, they must contact the Company within **7 days** of the charge. Verified billing errors will be corrected or refunded.

6. Payment Disputes

If Customer initiates a chargeback:

- The Company may suspend or terminate Customer's account
- The Company may provide documentation to the payment processor to dispute invalid chargebacks
- Outstanding balances may be sent to collections if necessary

7. Changes to This Policy

The Company may update this Policy at any time. Continued use of the Services constitutes acceptance of any updated terms.

8. Contact Information

For questions or refund inquiries, Customer may contact: