

Cancellation & Refund Policy – Firmin AI

Effective Date: August 6, 2025

Business Name: Firmin AI

Contact Email for Cancellations: calef@firminai.co.za

Support Email: support@firminai.co.za

1. Introduction

At Firmin AI, we strive to ensure complete satisfaction with every service and product we offer. However, we recognize that there may be occasions where a customer may need to cancel a subscription or request a refund. This Cancellation & Refund Policy outlines the terms and conditions under which cancellations and refunds will be processed. By engaging with Firmin AI services, you expressly agree to the terms of this policy.

2. Subscription-Based Services

2.1 Cancellation of Subscription

Customers may cancel their subscription at any time by submitting a formal cancellation request via email to **calef@firminai.co.za**. All cancellation requests must include the full name, registered email address, and the service(s) to be cancelled.

- Cancellations submitted before the next billing cycle will be effective immediately.
- Cancellations made after the billing date will only take effect from the **following** billing cycle, and no partial refunds will be issued for unused time.

2.2 Minimum Subscription Terms

Some services may be subject to a **minimum commitment period**, which will be clearly outlined at the point of purchase. Cancellation during the minimum period may be subject to additional termination fees.

3. Refunds

3.1 Refund Eligibility

Refunds will only be considered under the following conditions:

- There has been a billing error on the part of Firmin AI.
- A significant and verifiable service disruption has occurred due to a fault on Firmin AI's systems.
- The customer has not received the promised deliverables, despite full compliance with the terms of engagement.

All refund requests must be submitted in writing to **support@firminai.co.za** within 7 days of the incident or charge.

3.2 Non-Refundable Items

- **Digital products**, once accessed or downloaded.
 - **Custom development work** or services rendered under tailored packages.
 - **Consultation hours** or time-based services once delivered.
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4. Processing Time

Refunds, once approved, will be processed within **14 business days**. Firmin AI reserves the right to deny refund requests that do not meet the above criteria.

5. Modifications to This Policy

Firmin AI reserves the right to amend or update this Cancellation & Refund Policy at any time. Any changes will take effect immediately upon being published on our website.

6. Governing Law

This policy shall be governed by and interpreted in accordance with the laws of the **Republic of South Africa**.

Contact Us

If you have any questions or would like to request a cancellation, please contact us at:
calef@firminai.co.za (for cancellations)
support@firminai.co.za (for all other support)