

REFUNDS & CANCELLATION POLICY (AICenturia LLC)

Effective date: 30 December, 2025

Company: AICenturia LLC, 1309 Coffeen Avenue, STE 11351, Sheridan, WY 82801, USA

Contact: info@aicenturia.io

This Refunds & Cancellation Policy explains how cancellations and refunds work for AICENTURIA subscriptions. This Policy forms part of our Terms of Service.

1) Subscription cancellation (when it takes effect)

Students may cancel their **monthly or annual** subscription at any time.

- **Cancellation takes effect at the end of the current billing period** (monthly or annual).
- You will keep access to course materials and included benefits **until the end of your current billing period**.
- You will not be charged for the next billing period once you cancel.

2) Cancellation process (Client Portal)

Students may cancel their subscription through their Client Portal account.

To cancel your subscription:

1. Log into your Client Portal account.
2. Click **Settings** (gear icon).
3. Select **Billing & Subscription**.
4. Click **Cancel** next to your **AICENTURIA** subscription.
5. Confirm your cancellation.

Important notes:

- You will keep access to course materials **until the end of your current billing period** (monthly or annual).
- **No refunds** are provided for partial months or unused portions of annual subscriptions, except where required by applicable law.
- You can view and download invoices at any time in **Billing & Subscription**.
- Your transaction history remains accessible in your account for record-keeping purposes.

3) If you cannot cancel through the Client Portal

If you cannot access the Client Portal or the cancellation option is unavailable, contact us at info@aicenturia.io from the email address associated with your account. We will process the cancellation after verifying your account.

4) Refunds (general rule)

Because the Services provide access to **digital content and subscription-based services**, we do **not** provide refunds, except where required by applicable law or expressly stated in this Policy.

In particular:

- No refunds for **partial months**.
- No refunds for **unused portions of annual subscriptions**.
- No refunds due to lack of use, forgetting to cancel, or changes in personal circumstances.

5) EU/EEA/UK consumers (statutory rights)

If you are a consumer in the EU/EEA/UK, you may have statutory rights, including a **14-day right of withdrawal** for distance contracts, subject to legal exceptions.

Where applicable, if you request immediate access to digital content/services, you may be asked to provide **express consent** and acknowledge that you may **lose your right of withdrawal** once the performance begins. Nothing in this Policy limits any mandatory consumer rights that cannot be waived.

6) Chargebacks and payment disputes

If you initiate a chargeback or payment dispute without contacting us first, we may temporarily suspend your access while we investigate.

- If the chargeback is resolved in your favor, we will follow the outcome of the payment processor's decision.
- Abuse of chargebacks or repeated disputes may result in account termination.

If you believe a charge is incorrect, contact us at info@aicenturia.io and we will try to resolve it quickly.

7) Changes to this Policy

We may update this Policy from time to time. Any updates will be posted on our website with a revised effective date.

8) Contact

For questions about cancellations or refunds, contact: **info@aicenturia.io**