

## **CANCELLATION POLICY**

This Cancellation Policy applies between you, the User of this Website, and GLOBE AI NEURAL TAX LTD, the owner and provider of this Website. This policy sets out the terms and procedures for cancelling your subscription to the GAIN TAX service.

This Cancellation Policy should be read alongside, and in addition to, our Terms of Use and Refund and Dispute Policy, available at <https://gaintax.co.uk/terms-of-use>.

### **Subscription Cancellation by User**

1. You may cancel your subscription at any time through your account dashboard at <https://gaintax.co.uk>. Once cancelled:
  - a. Your access will remain active until the end of your current billing period
  - b. No further charges will be made
  - c. No prorated or partial refunds will be issued for the remaining time in the billing cycle, unless otherwise specified in our Refund and Dispute Policy

### **Cancellation Before Renewal**

2. To avoid being charged for the next billing cycle (monthly or annually), you must cancel your subscription before the renewal date. Renewal dates are based on the original purchase date and are visible in your billing portal.

### **Cancellation by Provider**

3. LOBE AI NEURAL TAX LTD reserves the right to suspend or terminate access to the service in the event of:
  - a. Payment failure or fraudulent use
  - b. Breach of Terms of Use
  - c. Misuse of the service

In such cases, no refunds will be granted unless the suspension was in error.

### **Account Deactivation**

4. Cancelling your subscription does not automatically delete your account or data. You may request full account deletion and data removal in accordance with our Privacy Policy at <https://gaintax.co.uk/privacy-policy>.

### **Support for Cancellation**

5. If you encounter any issues during the cancellation process, please contact us at [inokentii@gaintax.co.uk](mailto:inokentii@gaintax.co.uk). We aim to respond to all cancellation-related inquiries within 3 business days.

This Cancellation Policy was created on **16 May 2025**.