

## **REFUND AND DISPUTE POLICY**

This Refund and Dispute Policy applies between you, the User of this Website, and GLOBE AI NEURAL TAX LTD, the owner and provider of this Website. GLOBE AI NEURAL TAX LTD is committed to fair, transparent handling of subscription charges, cancellations, and refund requests. This Refund and Dispute Policy applies to all payments made to us and any billing-related claims or disputes raised by you in connection with your use of the Website.

This Refund and Dispute Policy should be read alongside, and in addition to, our Terms of Use, which can be found at:

<https://gaintax.co.uk/terms-of-use>.

### **Scope of Policy**

1. This policy applies to:
  - a. Annual or monthly subscription payments made for access to the GAIN TAX platform.
  - b. Direct purchases made via this Website using approved payment processors.

### **Eligibility for Refunds**

2. Refunds are considered in the following cases:
  - a. Billing Errors: If you believe you were charged in error (e.g., duplicate payment, incorrect amount).
  - b. Service Outage: If you experience a prolonged technical issue (7+ consecutive days of complete inaccessibility) and notify our support team.
  - c. Unauthorized Charges: If your account was accessed or used without authorization.
3. Refunds will not be issued for
  - a. Partial use of the service during a billing cycle
  - b. User dissatisfaction with AI-generated content
  - c. Failure to cancel before the renewal date

### **Request Process**

4. To request a refund or dispute a charge, email us at [inokentii@gaintax.co.uk](mailto:inokentii@gaintax.co.uk) within 14 days of the charge, including:
  - a. Your account email
  - b. The invoice number or payment reference
  - c. A description of the issue
5. We aim to respond within 5 business days and resolve all valid claims within 15 business days.

## **Refund Method and Timing**

6. If approved, refunds will be processed via the original payment method. Depending on your payment provider, refunds may take 5–10 business days to appear in your account.

## **Subscription Cancellation**

7. You may cancel your subscription at any time via your account dashboard. Access will continue until the end of the current billing cycle. No partial refunds are given for unused time unless covered by a valid refund claim under this policy.

## **Changes to This Policy**

8. We may update this Refund and Dispute Policy from time to time. Changes will be posted on this page and apply to future transactions.

This Refund and Dispute Policy was created on **16 May 2025**.