

# Refund Policy

Version 1.1 · Effective Date: July 17, 2025

## 1. Operator

**1.1. Legal Entity.** This Refund Policy is provided by AI Video Check (Individual Entrepreneur registered in Ukraine).

**1.2. Applicability.** This policy applies to all paid subscription services offered through the AI Video Check platform.

**1.3. Contact Information.** For all refund-related inquiries, contact us at: support@aivideocheck.net

## 2. Refund Eligibility

**2.1. Qualifying Conditions.** You may request a full refund of your subscription fee if ALL of the following conditions are met:

- No more than 14 calendar days have passed since your original subscription purchase date;
- You have used no more than 5% of your monthly video check allocation;
- Your account has not been suspended or terminated for violations of our Terms of Service;
- You have not received a refund in the past 3 months.

**2.2. Usage Calculation.** Usage percentage is calculated based on the total number of **successful video checks** (videos that received analysis results) performed against your plan's monthly limit:

- Hobby Plan: 5% of 250 checks = 12 checks maximum
- Pro Plan: 5% of 1,000 checks = 50 checks maximum
- Business Plan: 5% of 2,500 checks = 125 checks maximum

**2.3. Failed Uploads.** Videos that fail to upload or process due to technical issues (file corruption, unsupported format, etc.) are **not counted** toward your usage limit for refund eligibility purposes.

**2.4. Purchase Date.** The 14-day period begins from the date your original subscription payment was successfully processed, not from account creation, first use, or any subsequent plan changes.

## 3. Plan Changes & Refund Eligibility

**3.1. Plan Upgrades.** If you upgrade your plan during a billing period:

- **Refund Amount:** Full refund of the current plan price (original subscription amount + upgrade payment);
- The original subscription purchase date remains unchanged for refund eligibility;
- Usage is calculated based on your current plan's limits.

## 4. Refund Process

**4.1. Request Submission.** You may request a refund through two methods:

- Via your account dashboard: use the "Request Refund" feature in the account section;
- Via email: send a request to support@aivideocheck.net from the same email address used for subscription purchase.

**4.2. Required Information.** When submitting a refund request, provide:

- Your registered email address (must match the subscription purchase email);
- Subscription plan name and purchase date;
- (Optional) Brief reason for the refund request.

**4.3. Automated Processing.** Our system will automatically evaluate your refund request based on the eligibility criteria outlined in this policy.

**4.4. Manual Review.** If automatic processing cannot determine eligibility, or if you dispute an automated decision, our support team will manually review your request within 5 business days.

**4.5. Processing Timeline.**

- Automatic approvals: processed immediately upon submission
- Manual reviews: completed within 5 business days of receipt
- You will receive an email confirmation once your request has been processed.

**4.6. Refund Timeline.** If approved, refunds will be processed through our payment partner Monobank within 10 business days of approval. The actual time for funds to appear in your account may vary depending on your bank or payment provider.

## 5. Refund Method & Fees

**5.1. Currency & Method.** Refunds are processed in USD to the same payment method used for the original purchase (credit card, debit card, etc.).

**5.2. Processing Fees.** Any processing fees, transaction fees, or currency conversion charges incurred during the original transaction or refund process are the responsibility of the customer.

**5.3. Processing Partner.** All refunds are processed through our payment partner Monobank in accordance with their terms and processing timelines..

## 6. Post-Refund Account Status

**6.1. Plan Downgrade.** Upon successful refund processing, your account will be automatically downgraded to the free tier.

**6.2. Auto-Renewal Cancellation.** All future subscription auto-renewals will be automatically canceled following a successful refund.

## 7. Non-Refundable Circumstances

**7.1. Exceeded Limits.** Refunds are not available if you have:

- Used more than 5% of your monthly video check allocation;

- Requested a refund more than 14 days after your original purchase date;
- Received a refund within the past 3 months.

**7.2. Terms of Service Violations.** Refunds are not available for accounts suspended or terminated for violations of our Terms of Service, including but not limited to:

- Uploading prohibited content;
- Automated abuse or circumventing usage limits;
- Reverse engineering attempts;
- Any fraudulent or malicious activity.

**7.3. Alternative to Refund.** If you do not qualify for a refund, you may cancel your subscription at any time through your account dashboard. Cancellation will take effect at the end of your current billing period, and no further charges will occur.

## 8. Technical Issues & Service Disruptions

**8.1. Service Availability.** In cases of significant technical disruptions that affect service availability for more than 24 hours, the 14-day refund period may be extended at our sole discretion.

**8.2. Definition of Technical Disruption.** Technical disruptions include:

- Complete service outages lasting more than 24 hours
- Critical functionality failures preventing video analysis
- Data loss affecting user accounts or analysis history

**8.3. Claim Process.** Technical issues must be reported to support@aivideocheck.net within 24 hours of occurrence to be considered for refund eligibility extensions.

**8.4. Service Credits.** For minor technical issues not qualifying for refund extensions, we may provide service credits or additional usage allowances at our discretion.

## 9. Refund Limitations

**9.1. Frequency Limitation.** Each customer is eligible for one refund per 3-month period, calculated from the date of the previous refund approval. This limitation applies across all payment methods and account registrations.

**9.2. Disputed Transactions.** If you dispute a transaction through your bank or payment provider, you forfeit your right to request a refund through our standard refund process.

**9.3. Account Deletion.** If you delete your account and create a new one, previous refund history may still apply to determine eligibility. We track refund history by email address, payment method, and other identifying information.

**9.4. Chargeback Protection.** Simultaneous chargeback requests through your bank and refund requests through our system are not permitted. If a chargeback is initiated, any pending refund requests will be automatically canceled.

## 10. Partial Refunds

**10.1. No Partial Refunds.** We do not offer partial or pro-rated refunds based on usage or time remaining in your billing period. Refunds are processed as full subscription amount refunds only when all eligibility criteria are met.

**10.2. Exception for Plan Changes.** The only exception to the no-partial-refund policy is for plan upgrades, where the refund amount includes the full current plan price as specified in section 3.1.

## **11. Free Tier & Refunds**

**11.1. No Refunds for Free Usage.** The free tier of our service does not involve payment and therefore is not eligible for refunds.

**11.2. Free Trial Periods.** Any free trial periods offered do not affect refund eligibility calculations or timelines.

## **12. Dispute Resolution**

**12.1. Internal Resolution.** Before pursuing external dispute resolution, customers must first contact our support team at [support@aivideocheck.net](mailto:support@aivideocheck.net) to resolve any refund-related issues.

**12.2. Appeal Process.** If you disagree with a refund decision, you may appeal by providing additional documentation or context within 14 days of the original decision.

**12.3. Final Decision.** After internal review and any appeals, our refund decisions are final and binding.

## **13. Changes to This Policy**

**13.1. Modifications.** We may update this Refund Policy at any time to reflect changes in our practices, legal requirements, or payment processing partnerships.

**13.2. Notice of Changes.** The "Effective Date" at the top will be revised, and significant changes will be communicated via email or website notice at least 7 days before taking effect.

**13.3. Acceptance.** Your continued use of the Service after changes are posted constitutes acceptance of the revised Refund Policy.

**13.4. Retroactive Application.** Changes to this policy will not affect refund requests submitted before the effective date of the changes.

## **14. Governing Law & Jurisdiction**

**14.1. Applicable Law.** This Refund Policy is governed by the laws of Ukraine, without regard to conflict-of-law principles.

**14.2. Jurisdiction.** Any disputes arising under or relating to this Refund Policy shall be brought exclusively in the courts of Ukraine.

**14.3. Severability.** If any provision is held invalid or unenforceable, the remaining provisions will remain in full force and effect.

## **15. Contact Information**

**15.1. Support Email.** For all refund requests and inquiries: [support@aivideocheck.net](mailto:support@aivideocheck.net)

**15.2. Response Time.** We aim to respond to all refund requests within 5 business days.

**15.3. Business Hours.** Refund requests are processed during standard business hours (Monday-Friday, 9:00-18:00 EET).

**15.4. Emergency Contact.** For urgent refund-related issues, mark your email subject line with "URGENT REFUND" for priority processing.

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**End of Refund Policy**