

brendit

Refund Policy

Effective Date: 01.09.2024

At Brendit AI, we value customer satisfaction and strive to provide high-quality services. If you are not completely satisfied with your purchase, you may be eligible for a refund under the terms outlined below. Please read this Refund Policy carefully before making any purchase.

1. Eligibility for Refunds

Refunds are available under the following conditions:

- You may request a refund within 14 days of the initial purchase date for eligible services.
- Refunds apply only to the initial purchase of a service and not to recurring subscription fees or renewals.
- Refunds apply to individual (B2C) purchases but are not applicable to B2B transactions.
- If the service has been fully rendered or if digital content, such as reports or analytics, has been delivered, refunds are generally not granted.
- Refunds do not apply to discounted or promotional offers unless otherwise stated.

2. Non-Refundable Services

The following services are non-refundable:

- Digital products or reports that have been fully delivered.
- B2B purchases of services and subscriptions
- Subscription renewals, unless explicitly canceled prior to the renewal date.
- Any customisation or consulting services that have been performed.
- Payments for completed project milestones or custom work.

3. Requesting a Refund

To request a refund, please contact our customer support team at [support@brendit.ai] (mailto:support@brendit.ai) with the following information:

- Your full name and account details.
- Order number and transaction ID.

- Reason for the refund request.

Refund requests will be reviewed and processed within 7-10 business days. If your refund is approved, it will be issued back to the original payment method. Please note that depending on your bank or card issuer, it may take additional time for the refund to reflect in your account.

4. Subscription Cancellations

Brendit AI offers subscription-based services. You may cancel your subscription at any time through your account settings.

- If you cancel your subscription, you will retain access to the service until the end of the current billing cycle.
- Refunds for partially used subscription periods are not provided unless otherwise specified.

5. Partial Refunds

In certain circumstances, we may offer a partial refund for services that have been partially rendered but not fully completed. This will be determined on a case-by-case basis, taking into account the extent of the service used.

6. Exchanges and Upgrades

If you are dissatisfied with a particular service but would like to upgrade to a different service tier or product, we may offer an exchange or credit toward the upgraded service. This is offered at our discretion and must be requested within the 14-day refund window.

7. Third-Party Payments

If you purchased our services through a third-party platform or payment provider (e.g., PayPal, App Store), the refund process may be subject to the terms and conditions of that provider. We are not responsible for delays or rejections in processing refunds initiated by third-party platforms.

8. Disputed Charges

If you believe a charge on your account was made in error, please contact us immediately at support@brendit.ai. We will investigate the issue and, if warranted, provide a full or partial refund.

9. Amendments to This Refund Policy

Brendit AI reserves the right to update or modify this Refund Policy at any time. Changes will be posted on this page, and the "Last Updated" date will be revised accordingly. By

continuing to use our services, you agree to be bound by the terms of the updated Refund Policy.

10. Contact Us

If you have any questions about this Refund Policy or your eligibility for a refund, please contact us at: support@brendit.ai. **Brendit AI** is a brand of Care4Reputation (PTY) Ltd., 45 Buitengracht Street, 8001 Cape Town, South Africa.