

# REFUND POLICY

Last Updated: April 16, 2025

## INTRODUCTION

This Refund Policy ("Policy") governs all refunds and cancellations related to Yok-AI: The Private AI Assistant ("Software", "Service", "Yok-AI"). By purchasing or using the Software, you acknowledge and agree to these terms.

## 1. NO-REFUND PRINCIPLE

### 1.1 Final Sales

All purchases of Yok-AI, including one-time purchases and subscription plans, are **FINAL AND NON-REFUNDABLE** except where explicitly required by applicable law.

### 1.2 Pre-Purchase Responsibilities

By completing your purchase, you acknowledge that:

- You have thoroughly reviewed the Software's features, requirements, and limitations
- You have confirmed compatibility with your systems and devices
- You understand the functionality and capabilities of the Software
- You accept that the Software is provided "as is" without guarantees of specific results

### 1.3 Pre-Purchase Due Diligence

Users are responsible for conducting their own due diligence before purchase to verify:

- System compatibility with their hardware and operating system
- Feature suitability for their intended use case
- Performance expectations based on product descriptions
- Overall alignment with their needs and requirements

No trial periods or free versions are offered, and lack of pre-purchase research does not constitute grounds for a refund.

## 2. LIMITED EXCEPTIONS

Refunds may only be considered in the following strictly limited circumstances:

## **2.1 Legal Requirements**

Where applicable law expressly requires a refund, subject to:

- Proper documentation of your jurisdiction's requirements
- Submission within legally mandated timeframes
- Compliance with all procedural requirements under local law
- Verification by our legal team

## **2.2 Fraudulent Transactions**

In cases of verified unauthorized use of payment methods, if:

- You provide official documentation from your financial institution confirming fraud
- You report the unauthorized transaction within 48 hours
- Our payment processor verifies the claim
- You have not downloaded, activated, or used the Software

## **2.3 Complete Failure to Deliver**

A refund may be considered if and only if:

- You have never been able to download or access the Software
- Our technical team confirms the issue is caused by our systems
- The issue cannot be resolved through reasonable technical support
- You have cooperated fully with troubleshooting efforts

# **3. SUBSCRIPTION MANAGEMENT**

## **3.1 Cancellation**

You may cancel subscription plans at any time to prevent future billing:

- Cancellation does not entitle you to any refund for the current billing period
- You retain access until the end of your paid period
- Cancellation must be completed through your account dashboard or by contacting support

## **3.2 Auto-Renewal**

- All subscriptions automatically renew unless cancelled before the renewal date
- Renewal reminders are provided as a courtesy but are not guaranteed

- Failure to cancel before renewal does not constitute grounds for a refund
- You are responsible for tracking your renewal dates

## **4. REFUND REQUEST PROCEDURE**

If you believe you qualify under one of the limited exceptions:

### **4.1 Submission Requirements**

1. Contact us at support@yok-ai.com with subject line "Refund Request - [Exception Category]"
2. Include:
  - Order/transaction ID
  - Purchase date
  - Email address used for purchase
  - Exception category
  - Detailed explanation and supporting documentation

### **4.2 Review Process**

- All requests are reviewed within 7 business days
- We may request additional information or documentation
- Our determination is final and binding
- Approved refunds will be processed through our payment processor

### **4.3 Processing**

- Refunds are issued to the original payment method only
- Processing time depends on your payment provider (typically 5-15 business days)
- Currency will match the original purchase
- Any applicable transaction fees may be deducted

## **5. REGIONAL CONSIDERATIONS**

### **5.1 Cooling-Off Periods**

In jurisdictions with mandatory cooling-off periods:

- Requests must be submitted within the legally specified timeframe
- You must not have substantially downloaded, installed, or used the Software
- Documentation of your jurisdiction's requirements must be provided
- Processing will follow minimum required standards

## **5.2 Consumer Protection Laws**

Where consumer protection laws conflict with this policy:

- The minimum requirements of applicable law will be followed
- You must demonstrate how your situation meets legal requirements
- Only the specific provisions required by law will be modified

## **6. DISPUTE RESOLUTION**

Any disputes regarding refunds shall be resolved through the dispute resolution mechanisms outlined in our Terms of Service.

## **7. POLICY UPDATES**

We reserve the right to modify this Policy at any time. Changes become effective immediately upon posting to our website. Your continued use of the Service constitutes acceptance of the updated Policy.

## **8. CONTACT INFORMATION**

For questions about this Policy:

- Email: [support@yok-ai.com](mailto:support@yok-ai.com)
- Website: [www.yok-ai.com](http://www.yok-ai.com)

## **9. SEVERABILITY**

If any provision of this Policy is found to be unenforceable, the remaining provisions will remain in effect.

By purchasing or using Yok-AI, you acknowledge that you have read, understood, and agree to this Refund Policy.