

REFUND POLICY

Last Updated: June 9, 2026

1. Subscription Cancellations

- **Monthly Plans:** Monthly plans automatically renew each month. You can cancel your subscription at any time. Your access will remain active until the end of your current billing cycle. We do not offer prorated refunds for partial months of service.
- **Annual Plans:** You can cancel your annual subscription at any time. Your access will continue until the end of your 12-month term. No partial refunds will be issued for the remaining months.
- **Downgrades:** A downgrade of your subscription from one tier of features to a lower tier will take place at the end of the current billing cycle. The downgrade is effectively treated as a cancellation and re-subscription at a lower tier.
- **Upgrades:** An upgrade of your subscription from one tier of features to a higher tier will take place immediately, and you will be charged a prorated amount based on the remaining days in the current billing cycle. The next billing cycle will renew at the new (higher) tier.

2. Refund Eligibility

We issue refunds exclusively under the following specific circumstances:

- **Technical Failures:** If a verifiable system glitch or prolonged server outage on our end prevents you from using the service for more than 1 business day, you may request a prorated credit or refund.
- **Billing Errors:** If you are accidentally double-billed or charged an incorrect amount, we will immediately refund the overage.
- **Organization Migration:** Professional and Enterprise agreements may allow for a mutual opt-in merging between existing standalone account holders and organization accounts. These will be managed on an individual basis, and if refunds are issued to avoid double-payment, then the refunds will be issued as credits toward the Organization account. If an account is removed from an Organization, it will require an active individual subscription in order to continue providing service.

3. Non-Refundable Scenarios

We cannot issue refunds or credits for:

- Network connectivity issues or other technical issues from the user's end.
- Failure to cancel an automated renewal subscription before the billing date.
- Accounts terminated due to violations of our Terms of Service.
- Outages, loss of function, or lack of service due to failures by third-party companies, including hosting services and software services.

4. How to Request a Refund

To request a refund, please contact our support team within the eligible timeframe:

- **Email:** accounting@gnomesh.com
- **Subject Line:** Refund Request - [Your Account Username]
- **Required Info:** Please include your account name, date of charge, and a brief explanation of why you are requesting a refund.

5. Processing Times

For standalone accounts, approved refunds are processed back to the original payment method within 10 business days. Processing times may vary depending on your financial institution. Accounts migrated to or from an Organization may result in credits issued to the organization in lieu of a refund to the original payment method.