SafeLaw

Refund Policy

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> **This is a translation. The Russian-language version is the master version and shall prevail in the event of any discrepancy between the language versions.**

This Refund Policy (the "Policy") explains when and how you may request a refund for purchases made on SafeLaw (safelaw.ai), operated by SELLAI LLC (TIN: 312530703), Nukus, Republic of Karakalpakstan, Uzbekistan.

This Policy forms part of our Terms of Use (safelaw.ai/terms) and must be read together with them. By making a purchase on SafeLaw, you confirm that you have read, understood and agree to this Policy.

> **Important:** This Policy does not limit your rights granted by applicable consumer protection law. If the provisions of the law grant you broader refund rights, those provisions apply.

1. Summary

- **Refund within 7 days (unused portion):** within **7 calendar days** of the charge, you may request a refund of the unused portion of your purchase.
- **After 7 days:** no refund is provided.
- **Calculation:** the refund is calculated in proportion to the unused volume of tokens; AI requests (tokens/credits) already used are non-refundable.
- **International cards (Visa / Mastercard):** refunds are carried out in accordance with the rules and procedures of Visa/Mastercard (Section 11).
- **Applies to all paid purchases** on the same terms: new subscriptions, renewals, annual subscriptions and credit packs.
- **Used AI requests (tokens):** are non-refundable under any circumstances.
- **Refund method and currency:** to the same card used for payment (Uzcard, Humo, Visa or Mastercard), in Uzbek soums (UZS).
- **How to request:** email to safelawinfo@gmail.com with the subject "Refund".
- **Review time:** up to 5 business days. **Crediting time** depends on the issuing bank.

2. Scope

This Policy applies to all paid purchases made through SafeLaw, including monthly and annual subscriptions, credit (token) packs, add-on packs and one-time purchases of premium features.

The Policy does not apply to free plans, trial accounts or individual corporate contracts with separate refund terms.

3. 7-Day Refund

You may request a refund provided that no more than **7 (seven) calendar days** have passed since the relevant charge. The **unused portion** of the purchase is refunded; AI requests already used (the "tokens" or "credits") are non-refundable, as we have already incurred costs for them with AI providers. After 7 calendar days, no refund is provided.

This rule applies to **all paid purchases** — the first subscription, renewals, annual subscriptions and credit packs — on the same terms. For transactions paid with Visa and Mastercard cards, the execution of the refund is additionally governed by Section 11.

4. Calculation of the Refund Amount

The refund amount is calculated in proportion to the unused volume of tokens:

> Refund = Amount paid × (Unused tokens ÷ Total tokens in the purchase)

If no tokens have been used at the time of the request, the refund is full. The volume of tokens is fixed at the time of purchase (for one-time purchases and credit packs) or at the start of the paid period (for subscriptions). The usage share is determined by the records of your account. Example: for a payment of UZS 100,000 with 30% of tokens used, the refund is UZS 70,000.

5. Immediate Commencement of the Service

By making a paid purchase, you agree to the immediate provision of the digital service (access to AI features and tokens) immediately after payment and acknowledge that used tokens represent a service that has actually been rendered and consumed. The possibility of a refund is retained only within the limits described in Sections 3–4.

6. AI Usage Credits (Tokens)

- **Unused** tokens within their validity period are non-refundable but remain available until they expire.
- **Used** tokens are non-refundable under any circumstances, including dissatisfaction with the AI result.
- **Expired** tokens are non-refundable and are not reactivated.

This is because we incur real, non-refundable costs for each AI request, paid to AI providers.

7. Exceptional Circumstances

Regardless of the 7-day period, we will consider a refund in the following cases:

- **Service unavailability:** downtime of more than 24 consecutive hours not caused by you — a pro-rata refund or a service credit.

- **Billing errors:** incorrect amount, duplicate charge, charge after cancellation — a full refund of the incorrect amount.
- **Fraudulent charges:** contact safelawinfo@gmail.com and your bank immediately.
- **Mandatory provisions of law:** if applicable consumer protection law grants you broader rights.

8. What Is NOT Refundable

- The used portion of a purchase (AI requests/tokens used).
- Requests submitted after 7 calendar days from the charge date.
- Used AI requests (tokens) and documents obtained.
- Unused subscription periods due to your decision to stop using the Service (after the 7-day period expires).
- Dissatisfaction with the quality or accuracy of AI-generated content.
- Subscriptions terminated by us due to a breach of the Terms of Use.
- Promo codes, discounts and bonus credits (which have no monetary value).
- Charges incurred more than 12 months ago.

9. Automatic Renewal and Cancellation

Paid subscriptions renew automatically at the end of each billing period at the then-current rate. You may cancel your subscription at any time before the renewal date through your account settings; cancellation prevents the next charge. A refund of the unused balance within 7 days applies to each charge, including renewals (Sections 3–4).

10. Refund Procedure

This section describes the process for submitting, reviewing and executing refund requests. The grounds and conditions for refunds are set out in Sections 1–9 above.

10.1 Submission Channel

Refund requests are accepted only in writing by email: **safelawinfo@gmail.com**, with the subject "Refund". This is the only channel for submitting a request and for all correspondence about it, including status enquiries.

10.2 Information to Include in the Request

So that we can quickly identify the payment, include in your request:

- your first and last name;
- the email address of your SafeLaw account;
- the date and amount of the charge;
- the order or transaction ID (if available);
- the reason for the request;
- a copy of the receipt or invoice (if available).

If any information is missing, we will request it; the review period is then counted from the moment the complete request is received.

Example request:

> **To:** safelawinfo@gmail.com
> **Subject:** Refund
> Hello! I would like to request a refund for a purchase on SafeLaw.
> Full name: John Smith
> Account email: john@example.com
> Date and amount of charge: 15 May 2026, 99,000 UZS
> Transaction ID: TXN-000123 (if available)
> Reason: state the reason for your request
> Kind regards, John Smith

10.3 Request Processing Steps

1. **Submission.** You send the request by email (Section 10.1) with the information from Section 10.2.
2. **Registration and acknowledgement.** Within 1 business day we register the request, assign it a number and acknowledge receipt by email.
3. **Identification and verification.** We verify your account, the transaction and the share of AI requests (tokens) used, as well as compliance with this Policy (the 7-day period, the type of purchase, non-refundable cases).
4. **Decision.** Within up to 5 business days from receipt of the complete request, we make a reasoned decision to approve or decline and notify you.
5. **Execution.** If approved, we initiate the refund to the same card within 1 business day of the decision.
6. **Crediting.** Funds are credited by the issuing bank within 5–10 business days.
7. **Completion.** We notify you that the refund is complete.

10.4 Timelines (SLA)

Step	Time
Acknowledgement of receipt	1 business day
Verification and decision	up to 5 business days
Refund initiated after approval	1 business day
Crediting to the card by the issuing bank	5–10 business days
Total	**7–17 business days**

If funds have not arrived after 17 business days, contact your bank first, then us.

10.5 Refund Execution

Refunds are made to the **same card** (Uzcard, Humo, Visa or Mastercard) used for payment, in Uzbek soums (UZS), through a licensed payment provider (acquirer). For refunds to an international payment system card, the amount in the card's currency and the applicable exchange rate are determined by the issuing bank. We cannot refund to a different card, account or another person. If the original card is unavailable (expired, blocked), contact us — we will work with you and your bank to find an alternative solution.

10.6 Request Statuses and Notifications

A request passes through the statuses: **Received** → **Under review** → **Approved / Declined** → **Executed** (sent to the bank) → **Completed** (credited). We notify you of key statuses at the email address specified in your account.

10.7 Decline Decision

If the request does not meet this Policy's conditions (for example, more than 7 calendar days have passed since the charge, or a refund of already-used tokens is requested), we send a reasoned decline with a reference to the relevant provision of the Policy. You may provide additional information for re-review.

10.8 Disputes and Chargebacks

If you believe you are entitled to a refund, contact us first at safelawinfo@gmail.com — most matters are resolved directly and faster. If you dispute a transaction through your bank (chargeback) for a payment we consider valid, we reserve the right to suspend or close your account. Refund requests and their outcomes are logged and retained in accordance with the Privacy Policy.

11. Refunds for International Payment Cards (Visa / Mastercard)

Refunds for transactions paid with international payment system cards Visa and Mastercard (including cross-border transactions) are carried out in accordance with the rules and procedures of the respective international payment systems (Visa, Mastercard). The procedure, timelines and conditions for refunding funds to cardholders are determined by the rules of these payment systems and the regulations of the issuing bank.

This section governs the manner of execution of refunds for Visa and Mastercard cards and does not create any additional grounds for a refund beyond those provided for in Sections 3–8 of this Policy. The following additionally applies to such transactions:

- **Refunds to the same card.** In accordance with Visa and Mastercard rules, refunds are issued exclusively to the same card used for payment; refunds in cash, to a different card or by any other means are not permitted.
- **Currency and exchange rate.** Refunds are processed in the transaction currency (Uzbek soums, UZS); conversion into the card currency and the applicable exchange rate are determined by the issuing bank and the payment system; exchange-rate differences are beyond our control and are not compensated.
- **Crediting time.** The timelines for the actual crediting of funds to the card are determined by the rules of the international payment system and the issuing bank; SafeLaw does not guarantee or control these timelines.
- **Disputes (chargeback).** The cardholder has the right to dispute a transaction through their issuing bank in accordance with Visa and Mastercard rules. We ask that you first contact us at safelawinfo@gmail.com — most matters are resolved directly and faster.

12. Changes to the Policy

We may update this Policy. Material changes will be communicated to you at least 15 days in advance. Changes do not affect requests for purchases already made.

13. Contact Us

SELLAI LLC 91/7 A. S. Pushkin St., Nukus, Republic of Karakalpakstan, Uzbekistan TIN: 312530703

Refund requests: safelawinfo@gmail.com (subject: "Refund")

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