Payment Policy

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Effective date: 2 November 2026 · **Last updated:** 1 November 2026 · **Version:** 1.3

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 Payment Policy (the "Policy") describes the plans, the payment procedure, the activation of access, the measurement of usage and the continuation of access 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 and with the Refund Policy (safelaw.ai/refund). By making a payment on SafeLaw, you confirm that you have read, understood and agree to this Policy.

1. Subject and scope

This Policy applies to all paid subscriptions and other paid purchases made in the SafeLaw Service by individuals and by legal entities (sole proprietors and organisations).

The Policy does not apply to the free plan, for which no payment is made, nor to corporate agreements in which the parties have expressly agreed a different settlement procedure; in the latter case the terms of that agreement prevail.

This Policy does not limit the rights granted to you by the Law of the Republic of Uzbekistan “On Protection of Consumer Rights” and other legislation.

2. Plans and prices

The settlement currency is the Uzbek sum (UZS). The current plans are:

Plan	Price	Included volume
Free	0	250K tokens (about 5 questions), one time only (once per account, not monthly); accounts created before 02.11.2026 keep 400K tokens
Day	12,000 sum for 24 hours	1 million tokens (about 20 questions) for 24 hours; one-time purchase
Start	50,000 sum per month	1.5 million tokens (about 30 questions) per month
Pro	200,000 sum per month	7.5 million tokens (about 150 questions) per month
Business	350,000 sum per month	15 million tokens (about 300 questions) per month for the owner, 12 million tokens (about 240 questions) per month per additional seat
Business Pro	500,000 sum per month	30 million tokens (about 600 questions) per month for the owner, 21 million tokens (about 420 questions) per month per additional seat

The number of questions is a guide based on 50K tokens per question; usage is measured in tokens (section 6), and long questions and documents use more.

The services are not subject to VAT due to SELLAI LLC's status as an IT Park resident.

The features and limits of each plan are set out in the pricing section on safelaw.ai and may be updated. The price of an additional seat is 250,000 sum per month on the Business plan and 350,000 sum per month on the Business Pro plan (not subject to VAT). Questions about onboarding a company and additional seats should be sent to sales@safelaw.ai.

3. Discounts for longer payment periods

When a subscription is paid for several months at once, a discount applies (discounts do not apply to the Day plan):

Payment period	Discount
1 month	no discount
3 months	10%
6 months	14%
12 months	18%

The discount is calculated from the price of the chosen plan for the whole period paid for and is shown at checkout. The discount applies to that particular payment and does not create a right to keep it on subsequent payments if different terms are in effect at the time of the new payment.

4. Payment methods

Payment is made:

- with **Uzcard** and **Humo** cards through the payment provider **FreedomPay**;
- through the **Click** payment service;
- through the **Payme** payment service;
- by organisations — also by invoice via bank transfer.

Your card details are entered and processed on the payment provider side (FreedomPay, Click or Payme) and are **not stored on SafeLaw servers**. All that is kept on our side is information about the outcome of the transaction: its status (successful or declined), the amount, the date and the transaction identifier.

Each payment is made on your separate instruction. SafeLaw does not debit your card without your action and does not make repeated charges.

5. Time of payment and activation of access

Payment is deemed made at the moment it is confirmed by the payment provider. Access to the paid features of the Service and the token volume included in the plan are opened after such confirmation, usually within a few minutes.

The service is deemed to have commenced at the moment access is activated. By making a paid purchase you agree to the immediate commencement of the digital service and confirm that the token volume actually used constitutes a service rendered and consumed.

If the payment went through but access did not open, contact billing@safelaw.ai stating the date, the amount and the transaction identifier.

6. Units of measurement: tokens

Use of the Service is measured in tokens. A token is the unit used to measure the volume of text actually processed by the Service: your request, the documents attached to it, and the answer produced.

The token volume included in a plan is credited at once for the whole paid period at the moment of payment: for the Day plan — the 24-hour volume; for a subscription — the monthly volume multiplied by the number of months paid (for example, 4.5 million tokens when Start is paid for 3 months). The volume can be used at any pace within the paid period. **An unused token balance expires at the end of the paid period and does not carry over to the next period.** The current balance is shown in your account.

7. End of the paid period and continuation

Subscriptions **do not renew automatically**, and your card is not charged again. The Day plan is a one-time purchase for 24 hours.

When the paid period ends, your access and the allocated token volume remain available until the end of that period. The end date of the period is shown in your account; for organisations, SafeLaw also emails the owner a reminder 7 days and 1 day before the period ends, unless renewal reminders are switched off in the organisation settings. Continuing means making a new payment by card, via Click or Payme, or — for organisations — also by invoice. If a new period is not paid, the account (for organisations — the organisation) moves to the Free plan; the account and its history are not deleted.

To end paid access, it is enough not to pay for the next period; access remains available until the end of the paid period. Stopping use is not in itself a refund request. The refund procedure is described in section 9.

8. Payment documents

Confirmation of payment is sent to the email address specified in your account. Please keep that address up to date.

Legal entities and sole proprietors paying by bank transfer are issued an invoice. Requests for an invoice should be sent to billing@safelaw.ai, stating the payer details and the chosen plan.

9. Refunds

Refunds of amounts paid are governed by the Refund Policy (safelaw.ai/refund). In brief:

- the refund window is counted from the payment date: for 1 month — **7 calendar days**, for 3 months — **14**, for 6 months — **21**, for 12 months — **30**; for the Day plan — within the 24 hours during which it is active;
- if **no more than 20%** of the plan's monthly token volume has been used (the share is the ratio of tokens spent since the payment date to the monthly volume, including for 3-, 6- or 12-month payments), the amount paid is refunded less the elapsed days, each of which (including the day of payment) is charged at the Day plan price as shown on the pricing page;
- if **more than 20%** has been used, no refund is provided for a 1-month plan or the Day plan; for a 3-, 6- or 12-month plan, the cost of one month is withheld at the monthly subscription price (without the discount), and the rest is refunded;
- the amount withheld does not exceed the amount paid;
- the refund is made by the same method used for payment (Uzcard or Humo card, Click, Payme or bank transfer), in Uzbek sum; crediting to the organisation wallet — only at the customer's request;
- the review takes up to 5 business days from receipt of a complete request;
- a request is submitted only by email to billing@safelaw.ai from the account email address (for an organisation — from its owner or administrator), with the subject "Refund", stating the account email or the organisation name, and the date, amount and method of payment;
- the date of the request is the date the email is received: the refund window, the elapsed days and the share of tokens used are determined as of that date;
- cancelling a subscription in your account is not a refund request.

In the event of any discrepancy between this section and the Refund Policy, the Refund Policy prevails.

10. Failed payments and suspension of access

If a payment is declined (for example, insufficient funds, refusal by the issuing bank, an expired card, or card limits exceeded), access to the paid features is not opened and, at the end of the paid period, is not extended. SafeLaw does not make repeated charge attempts.

The account and the history stored in it are not deleted, and paid access is opened once payment is received. You may repeat the payment in your account or contact billing@safelaw.ai.

We may suspend paid access where signs of fraudulent transactions are identified, or where a payment is disputed through a bank, until the circumstances are clarified.

11. Price changes

We may change the prices of the plans. We will notify you of any price increase **at least 15 days** in advance by email and/or through a notice in the Service.

If you do not agree with the new price, you may choose not to pay for the next period. The new price applies to payments made after it takes effect and does not change the price of a

period already paid for.

12. Contact us

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

General enquiries and company details: info@safelaw.ai **Payments, invoices and refunds:** billing@safelaw.ai **Onboarding companies and additional seats:** sales@safelaw.ai **Phone:** +998 90 590 59 00 **Telegram:** @safelaw_support_bot **Website:** safelaw.ai

Language of the document. This document is drawn up in Russian, English and Uzbek. In the event of any discrepancy between the versions, the Russian-language version prevails.

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