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 (STIR): 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 the rights granted to you by the Law of the Republic of Uzbekistan “On Protection of Consumer Rights” and other legislation. If the provisions of the law grant you broader refund rights, those provisions apply.

1. Summary

- **Request window (refund window)** is counted from the payment date and depends on the paid period: 1 month — 7 calendar days, 3 months — 14, 6 months — 21, 12 months — 30; the Day plan — within the 24 hours during which it is active. After the window, no refund is provided.
- **No more than 20% of tokens used:** the amount paid is refunded less the elapsed days; each elapsed day, including the day of payment, is charged at the Day plan price as shown on the pricing page.
- **More than 20% of tokens used:** for a 1-month plan, no refund is provided; for a 3-, 6- or 12-month plan, the cost of one month is withheld at the monthly subscription price of that plan (without the prepayment discount), and the remaining amount is refunded.
- **The amount withheld never exceeds the amount paid.**
- **Applies to all paid purchases on the same terms:** the first payment, repeat payments, subscriptions for 1, 3, 6 or 12 months, the Day plan, and the Business and Business Pro plans for organisations.
- **Refund method and currency:** by the same method used for payment (an Uzcard or Humo card via FreedomPay, Click, Payme or bank transfer against an invoice), in Uzbek soums (UZS). Crediting to the organisation wallet — only at the customer's request.
- **How to request:** only by email to billing@safelaw.ai from the email address of your account (for an organisation — from its owner or administrator), with the subject "Refund". The date of the request is the date the email is received. Cancelling a subscription in your account is not a refund request.
- **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 the Day plan, subscriptions for 1, 3, 6 or 12 months and the plans for organisations (Business, Business Pro, including additional seats). For organisations, the same rules are set out in the Public Offer for Business (safelaw.ai/legal/oferta-b2b-en).

The Policy does not apply to the free plan, free trial access or individual corporate agreements with separate refund terms.

3. Refund Window and Conditions

The refund window is counted from the payment date and depends on the paid period:

Paid period	Refund window
Day plan (24 hours)	within the 24 hours during which it is active
1 month	7 calendar days
3 months	14 calendar days
6 months	21 calendar days
12 months	30 calendar days

After the refund window ends, no refund is provided.

The date of the request is the date the email is received at billing@safelaw.ai (Section 10). The refund window and the number of elapsed days for the deduction are counted from the payment date to the date the email is received.

The share of tokens used is determined as of the date the email is received, based on the records of your account, as the ratio of tokens spent since the payment date to the plan's monthly token volume — including for 3-, 6- or 12-month payments (for the Day plan — to the 24-hour volume; for organisations — per each paid seat).

This rule applies to all paid purchases — the first payment, repeat payments, multi-month subscriptions, the Day plan and the plans for organisations — on the same terms.

4. Calculation of the Refund Amount

No more than 20% of tokens used. The amount paid is refunded less the elapsed days. Each elapsed day, including the day of payment, is charged at the Day plan price as shown on the pricing page:

> **Refund = Amount paid − Elapsed days × Day plan price**

For the Day plan, the elapsed time is deducted: **Refund = Amount paid × (Full hours remaining ÷ 24)**.

More than 20% of tokens used.

- 1-month plan — no refund is provided.
- 3-, 6- or 12-month plan — the cost of one month is withheld at the monthly subscription price of that plan as shown on the pricing page (without the prepayment discount), and the remaining amount is refunded: **Refund = Amount paid − Monthly subscription price**.
- Day plan — no refund is provided.

The amount withheld may not exceed the amount paid. For organisations, the deduction for elapsed days is calculated at the Day plan price for each paid seat (the owner seat and each additional seat).

The prices in the examples below are those in effect on the date of this version: Day plan — UZS 12,000, Start — UZS 50,000 per month, Pro — UZS 200,000 per month, Business — UZS 350,000 per month (additional seat — UZS 250,000), discount for 12 months — 18%.

Example 1. The Business plan is paid for 1 month for UZS 350,000 (owner seat only). The request is submitted on day 3, counting the day of payment; 10% of the monthly token volume has been used. Deduction = 3 × 12,000 = UZS 36,000. Refund = 350,000 − 36,000 = UZS 314,000.

Example 2. The same 1-month Business plan with two additional seats: amount paid = 350,000 + 2 × 250,000 = UZS 850,000. The request is submitted on day 3, with 10% used. Deduction = 3 days × 3 seats × 12,000 = UZS 108,000. Refund = 850,000 − 108,000 = UZS 742,000.

Example 3. The Pro plan is paid for 12 months with an 18% discount: 200,000 × 12 × 0.82 = UZS 1,968,000. The request is submitted on day 10 (the window is 30 days), with 40% of the monthly token volume used. The cost of one month of Pro at the monthly subscription price — UZS 200,000 — is withheld. Refund = 1,968,000 − 200,000 = UZS 1,768,000. Had no more than 20% been used, the deduction would have been 10 × 12,000 = UZS 120,000, and the refund UZS 1,848,000.

Example 4. The Day plan is paid for UZS 12,000. The request is submitted 6 hours after payment, with 10% of the token volume used. Refund = 12,000 × (18 ÷ 24) = UZS 9,000.

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. Tokens

- **Unused tokens** remain available until they expire and are not separately exchanged for money.
- **Used tokens** are not restored and are not credited back to your balance, including in the event of dissatisfaction with the AI result.
- **Expired tokens** are not credited back and are not reactivated.

This is because we incur real, non-refundable costs for each AI request, paid to AI providers. A refund of money is calculated under Section 4, subject to the conditions of Section 3.

7. Exceptional Circumstances

Regardless of the refund window, 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 — a full refund of the incorrect amount.
- **Fraudulent charges:** contact billing@safelaw.ai and your bank immediately; report any signs that your account has been compromised to security@safelaw.ai.
- **Mandatory provisions of law:** if applicable consumer protection law grants you broader rights.

8. What Is NOT Refundable

- 1-month plans and the Day plan for which more than 20% of the token volume has been used.
- Requests submitted after the refund window ends (Section 3).
- Elapsed days (at the Day plan price) and the withheld cost of one month — in the cases described in Section 4.
- Unused subscription periods due to your decision to stop using the Service after the refund window ends.
- 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 tokens (which have no monetary value).
- Free trial access.
- Charges incurred more than 12 months ago.

9. End of the Period and Cancellation

Subscriptions do not renew automatically, and your card is not charged again. The end date of the period is shown in your account (organisations also receive an email reminder 7 days and 1 day before, unless reminders are switched off); continuing means making a new payment. If a new period is not paid, the account moves to the Free plan. Cancelling a subscription keeps access until the end of the paid period and is not in itself a refund request. The refund conditions apply to each payment, including repeat payments (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

Refunds are processed only on the basis of an email. Requests are accepted by email at **billing@safelaw.ai** from the email address of your account (for an organisation — from the owner or an administrator of the organisation), with the subject **"Refund"**. This is the only channel for submitting a request and for all correspondence about it, including status enquiries.

The date of the request is the date the email is received: the refund window, the number of elapsed days for the deduction and the share of tokens used are determined as of that date. Cancelling a subscription or removing a seat in your account is not a refund request.

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 and, for an organisation, also the name of the organisation;
- the date and amount of the payment, and the payment method (card, Click, Payme or invoice);
- 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: billing@safelaw.ai 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 payment: 15 May 2026, 50,000 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 refund window, the share of tokens used, the paid period, non-refundable cases) and calculate the amount under Section 4.

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 by the same payment method within 1 business day of the decision.
6. **Crediting.** Funds are credited by the issuing bank or the payment service within 5–10 business days.
7. **Completion.** We notify you that the refund is complete.

10.4 Timelines

Step	Time
Acknowledgement of receipt	1 business day
Verification and decision	up to 5 business days
Refund initiated after approval	1 business day
Crediting by the issuing bank or the payment service	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 by the same method used for payment, in Uzbek soums (UZS):

- payment by Uzcard or Humo card via FreedomPay — to the same card via FreedomPay;
- payment via Click — via Click;
- payment via Payme — via Payme;
- payment by invoice — by bank transfer to the payer's settlement account.

At the organisation's request, the refund amount may be credited to the organisation wallet instead of being returned by the same method. 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, the refund window has ended, or more than 20% of the token volume has been used on a 1-month plan), 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 billing@safelaw.ai — 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. 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.

12. Contact Us

SELLAI LLC 91/7 A. S. Pushkin St., Nukus, Republic of Karakalpakstan, Republic of Uzbekistan TIN (STIR): 312530703 Phone: +998 90 590 59 00

Refund requests: billing@safelaw.ai (subject: "Refund") **General enquiries:** info@safelaw.ai

Document language. This document is provided in Russian, English and Uzbek. In the event of any discrepancy between the versions, the Russian-language version shall prevail.

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