



# Subscription and Refund Policy

Version: SRP-01/2026-V1

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## 1. Scope of Application

This Subscription and Refund Policy of AuditAI (hereinafter, the **"Policy"**) forms part of the Licence Agreement and shall apply to all Packages contracted by the Licensee, whether directly through the website <https://audit-ai.com> or through direct contracting subject to equivalent conditions. The Policy shall also apply to the automatic renewals of such Packages, as provided in this document and in the Licence Agreement.

The version of the Policy that shall apply shall be the one in force at the time of contracting the relevant Package or its renewal, as applicable.

Unless expressly stated otherwise, any capitalised term appearing in this Policy that lacks grammatical justification shall have the meaning attributed to it in the Licence Agreement.

## 2. Package Subscription

Unless the Parties have agreed otherwise in writing, the contracting of a Package shall be deemed to be carried out under an annual subscription model, with automatic renewal for successive periods of the same duration, in accordance with the provisions of the Licence Agreement.

During the term of the Licence Agreement, the Licensee may switch to a higher subscription plan (**"upgrades"**) or to a lower subscription plan (**"downgrades"**), which, in any case subject to the provisions of the Licence Agreement and its contractual documents, shall be governed by the following conditions:

### Upgrades to higher plans:

- It shall be possible to switch to a higher plan at any time by selecting the corresponding option within the platform.
- The price difference is charged immediately through the payment interface ("Stripe"), and the new plan is activated as soon as the payment is confirmed.
- The upgrade does not restart the subscription term, which shall end on the same date as that corresponding to the initial contracting (or from the automatic renewal, as applicable).
- The account balance is updated to the total number of assessments of the new plan, without deducting the assessments carried out before the subscription change was made.

- The same refund right set out in section 4 of this Policy shall apply to a change to a higher subscription plan, except where the customer has made use of the upgrade by carrying out an assessment after the plan change has taken place.

#### Downgrades to lower plans:

- It is possible to request a change to a lower plan at any time by selecting the corresponding option within the Platform, but such change shall only take effect after the expiry and subsequent renewal of the subscription. Until that time, the higher plan shall remain active.
- Unused assessments or packages shall expire at the end of the 1-year subscription term in force and shall not be transferred to the lower plan.

The Licensor shall inform the Licensee at least two (2) months prior to the renewal date of any modification to the applicable Price or to the subscription conditions, which shall apply from the following subscription period onwards. The Licensee may cancel the automatic renewal by following the procedure set out below.

The Licensee may cancel the automatic renewal at any time before the start of the new subscription period, either through the management panel enabled in the Intelligent Assistant or by sending written notice to [support@audit-ai.ai](mailto:support@audit-ai.ai). The cancellation shall prevent future renewal but shall not affect the validity of the Package already contracted, which shall remain active until its expiry date.

### 3. Automatic Assessments and Term

The automatic assessments included in each Package shall be available throughout the entire subscription year. If the Package is renewed without interruption, the unused automatic assessments from the first year shall accumulate once only and shall expire at the end of the second year.

### 4. Right of Refund

The Licensee may freely withdraw from the contracting of a Package, without the need to justify any reason, within fourteen (14) calendar days following the date of contracting or renewal of the Package, provided that none of the automatic assessments included therein has been initiated.

If this right is exercised within the indicated period and under the stated conditions, the Licensor shall refund to the Licensee the full amount paid for the relevant Package, using the same means of payment used for the contracting, unless another is expressly agreed.

Once any self-assessment has been initiated, the right of refund shall automatically expire and may not be exercised.

### 5. Procedure and Deadlines

To exercise the right of refund within the established period, the Licensee must send a written request to the email address [support@audit-ai.ai](mailto:support@audit-ai.ai), clearly indicating the intention to withdraw from the contracted Package.

Once eligibility has been verified in accordance with the preceding clause, the Licensor shall process the refund through the same method of payment used for the contracting, unless the Parties expressly agree on a different one.

The refund procedure shall be initiated within a maximum period of fourteen (14) calendar days from receipt of a valid request. However, the effective time for payment may vary depending on the processing times of the Licensee's financial institution.

## 6. Partial Refunds

No partial refunds shall be made. In accordance with the provisions of section 4, the initiation of any self-assessment included in the Package shall result in the automatic and irrevocable loss of the right of refund, even if all of the contracted Services have not been used.

## 7. Updates to the Policy

The Licensor may modify the content of this Policy at any time. The version applicable to the Licensee shall be the one in force at the time of the initial contracting or at the time of the automatic renewal of the relevant Package. Accordingly, the Licensee is advised to periodically review the Policy published on <https://audit-ai.com> to be aware of the conditions in force at any given time.

## 8. Contact

For any matter related to this Policy, the Licensee may contact the Licensor at the following email address: [support@audit-ai.ai](mailto:support@audit-ai.ai).

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