Quality AI Return and Refund Policy

1. REFUNDS

1.1 General Policy: Refunds are not typically available for our services, as they are intangible and delivered electronically. Once you have completed your transaction, you have successfully paid for the service, and no refunds will be issued.

1.2 Exceptions:

a. Double Charging or Overcharging: If you were charged more than once or charged an incorrect amount, we will issue a refund for the excess charge.

b. Technical Issues: If you are unable to access the service due to technical issues beyond your control, we may issue a refund on a case-by-case basis.

c. Material Failure to Provide the Service: If we materially fail to provide the service as described, we may issue a refund on a case-by-case basis.

2. REQUESTING A REFUND

2.1 Time-frame: To request a refund, please contact our customer support within 30 days of the transaction.

2.2 Process: Refunds, if granted, will be issued in the same form of payment used for the original transaction. We may require additional information to process your refund request.

3. CANCELLATIONS

3.1 Cancellation Requests: If you wish to cancel a service, please contact our customer support. Once a service has been delivered or accessed, no refunds or cancellations will be granted.