

Refund & Cancellation Policy – RealEstateMate

Last Updated: January 2026

1. Scope of This Policy

This policy applies to subscription plans, AI-powered services, and premium agent tools. RealEstateMate does not directly sell or lease properties; therefore, property-related payments are outside the scope of this policy.

2. Subscription Plans & Platform Services

Monthly Plans: Cancel anytime. No refunds for partial billing periods. Access remains until cycle end.

Annual Plans: Full refund within 14 days of purchase. After that, refunds are provided only in verified technical failure cases.

3. AI-Based Services

AI-generated listing descriptions, chatbot queries, and lease analysis are non-refundable once delivered. In case of system failure, free regeneration or service credits may be provided.

4. Agent Listings & Promotions

Listing and promotional fees are non-refundable once activated. If a promotion fails due to a platform error, a replacement promotion or service credit will be issued.

5. Non-Refundable Items

AI-generated content, usage-based credits, promotional services marked as final, and third-party service fees are strictly non-refundable.

6. Technical Failures & Exceptions

Refunds or credits may be granted in cases of system-wide outages, repeated AI failures, or billing errors. All requests are reviewed individually.

7. Refund Processing Timeline

Approved refunds are processed to the original payment method within 5–10 business days, depending on the bank or payment provider.

8. Property Transaction Disclaimer

RealEstateMate does not handle rent, deposits, or brokerage payments. Financial disputes must be resolved directly between involved parties.

9. Policy Updates

This policy may be updated periodically. Changes will be reflected with a revised 'Last Updated' date.

10. Contact Information

Email: support@realestatemate.ai

Support Portal: <https://support.realestatemate.ai>

Office: RealEstateMate Technologies, India