

Hobson AI Refund Policy

Last Updated: 12th November 2025

1. Scope of This Policy

This policy applies to all paid Hobson AI services, including subscriptions, document credits, and usage-based billing, purchased directly from Hobson AI Limited or through our website. If you purchased through a third-party platform (e.g., Apple App Store or Google Play), that platform's refund process will apply.

2. Our Promise

We believe in treating our customers fairly. If something doesn't work as expected or you experience issues we cannot resolve quickly, we will make it right — through technical support, service credit, or a refund where appropriate.

3. Eligibility for Refunds

You may be eligible for a refund in the following cases:

- **Technical or Service Issues:** A confirmed fault or persistent error that prevents normal use of Hobson AI despite reasonable troubleshooting.
- **Duplicate Payments or Billing Errors:** Accidental double billing or incorrect charges caused by our system.
- **Early Cancellation:** If you cancel a paid plan shortly after renewal and have not used the service materially during the new billing period.
- **Unsatisfactory Experience:** If the product or service does not meet reasonable expectations and our support team cannot resolve the issue promptly.

Refunds are not normally granted for:

- Change of mind after use.
- Minor dissatisfaction without an identifiable service issue.
- Misuse or violation of terms of service.

4. How to Request a Refund

To request a refund, please contact us at: support@hobsonschoice.ai. Include your full name, account email, date and amount of payment, and a short explanation of the issue. We aim to respond within 2 business days and resolve most refund requests within 5–10 business days.

5. Refund Method

Approved refunds are issued to your original payment method. Processing times depend on your payment provider (typically 3–7 working days after approval).

6. Service Credits as an Alternative

In some cases, we may offer service credits instead of a cash refund — for example, when the issue is minor or the user prefers to continue using Hobson AI. These credits never expire and can be used toward future subscriptions or document processing.

7. Contact & Support

If you are unsure whether your situation qualifies for a refund, please contact our support team — we will always review your case with understanding and goodwill. Email: support@hobsonschoice.ai | Address: Hobson AI Limited, 5 Technology Park, ColLindeep Lane, NW9 6BX

8. Policy Updates

We may update this Refund Policy periodically to reflect improvements or legal requirements. Any significant changes will be posted on our website, and where appropriate, communicated directly to users.

Our goal

To handle every request quickly, fairly, and transparently — just as we would want to be treated ourselves.