

# 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](mailto: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](mailto: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.