

REFUND & CANCELLATION POLICY

Last Updated: December 17, 2025

Thank you for using **Preplt**. We want to ensure you have the best experience possible with our AI-driven meal planning. Because we offer services through both mobile app stores and direct web checkouts, refund procedures vary by payment method.

1. GENERAL CANCELLATION TERMS

You may cancel your Preplt subscription at any time.

- **Effect of Cancellation:** Upon cancellation, you will continue to have access to Premium features until the end of your current billing period.
- **No Partial Refunds:** We do not provide prorated refunds or credits for any partial-month subscription periods or unused AI meal plans.

2. REFUNDS FOR IN-APP PURCHASES (APPLE & GOOGLE)

If you subscribed to Preplt via the **Apple App Store** or **Google Play Store**, [Company Name] does not have the authority to issue refunds directly. Your purchase is governed by the storefront's payment policy.

- **Apple App Store:** You must request a refund through Apple. Visit reportaproblem.apple.com or use the "Report a Problem" link in your emailed receipt.
- **Google Play Store:** You can request a refund through the Google Play website or via the "Order History" section of the Play Store app.

3. REFUNDS FOR WEB & DIRECT PAYMENTS

If you subscribed via our **website** (using a Credit Card, Stripe, or Google/Apple Pay on the web), the following terms apply:

- **14-Day "Satisfaction" Window:** If you are unhappy with the AI meal plans provided, you may request a full refund within **14 days** of your initial purchase.
- **Renewal Charges:** Refunds are generally not provided for automatic renewal charges. We send a reminder email 3 days before annual renewals to help you manage your subscription.
- **Technical Failures:** If a confirmed technical error on our part (e.g., the AI service is unavailable for more than 48 hours) prevents you from using the service, you may be eligible for a prorated refund.
- **How to Request:** To request a web-payment refund, email support@tryprepit.app with your account email and transaction ID.

4. EXCEPTIONS (EU/UK USERS)

In accordance with regional consumer laws, users in the European Union and United Kingdom have a statutory right to cancel their subscription within **14 days** of the initial sign-up ("Cooling-off Period").

- *Note:* If you log in and generate an AI meal plan during this period, you acknowledge that you are requesting immediate performance of the service and may waive your right to a full refund for that period.

5. CHARGEBACKS

We encourage you to contact our support team before initiating a chargeback with your bank. Unwarranted chargebacks may result in the permanent suspension of your Prept account and a block on future subscriptions.

SUMMARY TABLE FOR USERS

Payment Method	Where to Request Refund	Timeline
Apple App Store	Apple Support	Per Apple Policy
Google Play Store	Google Play Support	Per Google Policy
Prept Website	support@tryprept.app	Within 14 Days