Product Terms, Conditions, and Refund Policy

1. Overview
This document describes the terms and conditions governing the use of the company's software products and services.

2. Subscription Plans
Monthly and annual subscription plans are available.
Subscription fees are charged in advance.
Failure to pay may result in suspension of services.

3. Usage Limitations
Users must not attempt to reverse engineer the software.
The product may not be resold without written consent.
Fair usage policies apply to API usage.

4. Refund Policy
Customers may request a refund within 30 days of purchase.
Refunds are applicable only if the product has not been extensively used.
Refund requests must be submitted through the official support channel.
Approved refunds will be processed within 7 to 10 business days.

5. Data Privacy
Customer data is stored securely and encrypted at rest.
Data will not be shared with third parties without consent.
Users may request data deletion by contacting support.

6. Support and Escalation
Standard support is available via email during business hours.
Critical issues will be prioritized based on severity level.