

Rowe AI — Refund & Cancellation Policy

Effective Date: [Insert Date]

Company: Rowe AI (Daryl Rowe)

Location: Ontario, Canada

1. Overview

This Refund & Cancellation Policy explains how subscription payments, cancellations, and refunds are handled for Rowe AI's software-as-a-service ("SaaS") platform. By subscribing to Rowe AI, Clients agree to the terms outlined below.

2. Subscription Billing

Rowe AI operates on a recurring subscription model. Clients are billed:

- Monthly or annually, depending on the selected plan
- Automatically, using the payment method on file
- In advance for the upcoming billing period

Invoices and receipts are provided electronically.

3. Cancellation Policy

3.1 Client-Initiated Cancellation

Clients may cancel their subscription at any time by contacting support or through their account dashboard (if available).

Upon cancellation:

- The subscription remains active until the end of the current billing period
- No further charges will be applied
- Access to the platform will end when the billing period expires
- Business data may be deleted after 30 days unless otherwise requested

3.2 Immediate Termination by Rowe AI

Rowe AI may suspend or terminate an account without refund if the Client:

- Violates the Terms of Service
- Engages in abusive, illegal, or prohibited activity
- Uses the platform for harmful or deceptive purposes
- Fails to pay subscription fees

4. Refund Policy

4.1 General Rule — No Refunds

Because Rowe AI provides digital services that are delivered immediately and continuously, all subscription fees are non-refundable.

This includes:

- Monthly subscription fees
- Annual subscription fees
- Partial months
- Unused time
- Early cancellation

4.2 Exceptions (Case-by-Case)

Rowe AI may issue a refund only in the following exceptional circumstances:

- Duplicate billing due to a system error
- A verified technical failure that prevented service use
- A billing error caused by Rowe AI

Refunds are issued solely at Rowe AI's discretion.

4.3 No Refunds for Misuse or Misconfiguration

Refunds will not be issued for:

- Incorrect setup by the Client
- Misuse of the chatbot
- Failure to provide required business information
- Dissatisfaction with AI responses after setup
- Third-party website issues

5. Trial Periods (If Offered)

If Rowe AI offers a free trial:

- No charges occur until the trial ends
- Clients may cancel anytime during the trial to avoid billing
- Once the trial converts to a paid subscription, the no-refund policy applies

6. Changes to Pricing or Billing Terms

Rowe AI may update pricing or billing terms with notice.

Continued use of the service after changes take effect constitutes acceptance.

7. Contact for Billing Issues

For cancellations, billing questions, or refund requests:

Email: support@roweai.ca

Location: Guelph, Ontario, Canada