

CUT3 Refund Policy

This refund policy (the "policy") applies to all purchases made on the website located at cut3.ai (the "site") and any services available on the site (collectively, the "services"). This policy is incorporated into, and forms part of, the CUT3 Terms of Service. Capitalized terms not defined here have the meaning given to them in the Terms of Service. If you do not agree with this policy, do not purchase a subscription to the services. For any questions about this policy, contact us at support@cut3.ai.

1. Subscriptions and Billing

CUT3 offers free and paid Services. Paid subscription tiers are billed in advance, in U.S. dollars, and renew automatically on a monthly or yearly basis until cancelled. Each paid tier grants an allowance of credits that are consumed when you generate or process content through the Services. Credits are a metering mechanism only; they have no cash value, are not transferable, and cannot be exchanged for money.

2. Cancellation

You can stop using the Services and cancel your subscription at any time through the website or by emailing CUT3 at support@cut3.ai. Cancellation takes effect at the end of the current billing period: you will not be charged again, and you keep access to your subscription tier and any remaining credits until the period ends. Cancelling does not entitle you to a refund of amounts already billed.

3. General Rule

Except as expressly set out in this policy or as required by applicable law, all payments are final and non-refundable. In particular, CUT3 does not provide refunds or credits for partial billing periods, unused or expired credits, accidental or mistaken purchases, dissatisfaction with the content generated by the Services, downgrades to a lower tier, or accounts suspended or terminated for a breach or violation of the Terms of Service.

4. Billing Errors and Duplicate Charges

You are entitled to a full refund of the affected charge if: (i) you were charged more than once for the same billing period; (ii) you were charged after your cancellation had taken effect; (iii) a technical error caused you to be charged an incorrect amount; or (iv) you paid for a subscription but the corresponding credits were never delivered to your account and we were unable to deliver them after you contacted us. To claim a refund under this section, contact support@cut3.ai within fourteen (14) days of the charge.

5. Consumers in the EU, EEA and UK

If you are a consumer in the European Union, the European Economic Area or the United Kingdom, you have a statutory right to withdraw from a purchase of digital services within fourteen (14) days without giving a reason. By purchasing a subscription you expressly request that CUT3 begins performance immediately, and you acknowledge that you lose the right of withdrawal once the service has been fully performed. If you have not consumed any credits under your new subscription, you may withdraw within fourteen (14) days of the purchase by contacting support@cut3.ai and you will receive a full refund. If you have started using the Services, any refund may be reduced proportionally to the credits already consumed.

6. How to Request a Refund

Send your request to support@cut3.ai from the email address associated with your CUT3 account, and include the date of the charge and the receipt or transaction identifier if you have it. We aim to respond within five (5) business days. Approved refunds are issued to the original payment method; depending on your payment provider, it may take five (5) to ten (10) business days for the amount to appear on your statement. CUT3 does not refund to a different payment method or in a different currency than the one used for the purchase.

7. Chargebacks

If you believe a charge is incorrect, please contact us at support@cut3.ai before disputing it with your bank or payment provider — most billing issues can be resolved quickly. If a chargeback is filed without first contacting us, or for a charge that complies with the Terms of Service and this policy, CUT3 may suspend your account while the dispute is investigated.

8. Changes to This Policy

We may update this policy from time to time by posting the updated version on the site.

Changes apply to purchases made after the updated policy is posted. Your continued use of the Services after a change constitutes acceptance of the updated policy.