

Refund and Cancellation Policy

Effective Date: 3rd May 2025

Company: AI Property Portal LTD

Email: support@propertyportal.ai

1. Overview

This Refund and Cancellation Policy outlines the terms under which users of PropertyPortal.ai may request a refund or cancel their subscription or one-time purchase. By using our platform, you agree to the terms outlined below.

2. Free Access and Trials

We may offer limited access to certain features or time-limited trials of premium features. Refunds are not applicable for services accessed free of charge.

3. Subscription Plans

If you have subscribed to a paid plan:

Monthly Subscriptions

You may cancel at any time. Cancellations will take effect at the end of the current billing cycle, and you will retain access until then. No partial refunds will be issued for unused time.

Annual Subscriptions

You may cancel within 7 days of your initial purchase for a full refund, provided you have not heavily

used or downloaded premium reports. After 7 days, cancellations will take effect at the end of the billing period, and no refunds will be issued.

4. One-Time Payments

If you purchase a one-off AI report or analysis:

You may request a refund within 24 hours of purchase only if:

- You believe the tool produced a critical or obvious error
- You contact support with specific feedback and evidence
- Refunds are not guaranteed and are evaluated case-by-case

5. Refund Method

Approved refunds will be processed using the original payment method. Depending on your bank or provider, funds may take 5-10 business days to appear in your account.

6. How to Request a Refund or Cancel

To initiate a cancellation or refund request, please email: support@propertyportal.ai

Include the following:

- Full name and email used for registration
- Reason for refund or cancellation
- Transaction ID or invoice (if available)

7. Exceptions

Refunds will not be issued if:

- The service was used extensively (e.g., generating multiple estimates)
- Abuse or breach of terms is detected
- You simply changed your mind beyond the applicable refund window

8. Modifications to This Policy

We reserve the right to update this policy at any time. Material changes will be communicated via email or within the platform. Continued use of the platform constitutes acceptance of the revised policy.