

# **ChatPlus Refund Policy**

Effective Date: August 27, 2025

Last Updated: August 27, 2025

## **1. General Policy**

All purchases made on ChatPlus are considered final. By subscribing to any of our plans, you agree to our no-refund policy except where otherwise required by applicable law.

## **2. Trial Period**

The Pro Lite plan includes a one-day free trial. If you do not cancel within the trial period, your paid subscription will begin automatically.

We do not offer free trials for Pro Plus or Pro Premium.

## **3. Eligibility for Refunds**

Refunds may be issued only in the following cases:

- You request a refund before accessing the service (i.e., before sending a prompt or generating any content).
- A duplicate payment was made in error.
- Required by applicable consumer protection laws.

## **4. Non-Refundable Situations**

We do not provide refunds in the following circumstances:

- You have already accessed or used the service after payment.
- You failed to cancel your subscription before the next billing cycle.
- Dissatisfaction with the generated content, as results are produced by automated systems.
- You subscribed without reviewing the plan features or usage limits.

## **5. How to Request a Refund**

To request a refund, please contact us at [support@chatplus.com](mailto:support@chatplus.com) with the following information:

Your full name and account email address

Payment receipt or transaction ID

Reason for your refund request

All refund requests will be reviewed on a case-by-case basis.

## **6. Refund Processing**

Approved refunds will be processed within 30 business days. Funds will be returned to the original payment method used during the transaction.

We reserve the right to deduct processing fees or payment provider charges from the refund amount.

## **7. Contact Information**

If you have questions about this Refund Policy, please contact:

AppTao Pte. Ltd.

UEN: 202315245N

68 Circular Road #02-01, 049422, Singapore

Email: [support@chatplus.com](mailto:support@chatplus.com)