

PLUG AI WORLD – Refund and Cancellation Policy

Effective Date: 18th July 2025

Applies to: All Managed Services offered by PLUG AI WORLD

1. Notice Period

- Clients must provide a **written cancellation notice** at least **30 days in advance**.
 - Notice must be submitted via email to partner@plugai.world or through the client dashboard.
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2. Contract-Based Services

- For **monthly contracts**, cancellation becomes effective at the end of the current billing cycle.
 - For **annual or multi-year contracts**, early termination before the term ends will incur an **early termination fee**, calculated as the **lower of**:
 - **50% of the remaining contract value**, OR
 - **Three (3) months of service fees**.
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3. Refund Policy

a. Monthly Subscriptions:

- No refunds are provided for partial months or unused services after cancellation.

b. Prepaid Annual or Multi-Month Subscriptions:

- If cancellation occurs **before the end of the prepaid term**, a **pro-rated refund** will be issued for the **unused full months, minus a cancellation fee of one (1) month's fee**.
- Refunds are processed within **15 business days** to the original payment method.

c. Promotional or Discounted Plans:

- Refunds on promotional plans are **subject to review**, and PLUG AI WORLD reserves the right to adjust refund amounts based on the original undiscounted price.
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4. Data Retention & Access

- After cancellation, client data will be retained for **15 days** unless otherwise requested in writing.
 - Clients can request data export during this window. After 15 days, all data will be **securely deleted**.
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5. Exceptions

- No cancellation or refund penalties will apply in cases of verified **service breaches** by PLUG AI WORLD, such as repeated SLA violations.
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6. Service Reactivation

- A **reactivation fee** may apply for clients wishing to resume services after cancellation.
 - Restoration of previous configurations or data is **not guaranteed**.
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For questions or requests, please contact partner@plugai.world.