

Subscription and Refund Terms

Effective date: 01.02.2025

Intro

These Subscription and Refund Terms (hereinafter, the “Terms”) describe how we offer Service subscriptions to users and how users can purchase and manage them.

Trial period

We may offer you a free or paid (for a small payment) trial subscription for the Service. Unless you cancel no later than 24 hours before the end of the trial subscription, you will be automatically charged a price indicated on the payment screen for a chosen subscription period.

Discount

Occasionally, we offer users a discount on Service subscriptions. Please note that after the end of the subscription period, you will be automatically charged for the total subscription price.

Payment

Your subscription payments are processed by third-party payment systems.

You gain access to the Service by selecting one of the subscription plans, subscribing to the selected plan and confirming payment by any available payment methods. By signing up, you authorize us to bill you regularly using this payment method for your subscription on a schedule of your choice - weekly, monthly, annually, or otherwise.

To avoid being charged, please cancel your subscription by contacting us at support@get-chillio.app no later than 24 hours before the end of your subscription period.

Add-On Items

In addition to your purchased subscription, we may offer you add-on items (e.g. wellness guides) for an additional one-time fee. This purchase is optional: your subscription is not conditional on such a purchase. As a general rule, Add-On item purchases are final and cannot be canceled, and we will not refund any transaction once it has been made.

Subscription (renewal)

Your subscription renews automatically at the end of the chosen period (week, months, 6 months, or otherwise, depending on the option selected by you at the time of purchase) until you cancel it.

Subscription (cancellation)

Unless you unsubscribe, you'll be charged at the beginning of each billing cycle according to your subscription terms (for example, weekly, annually, or another period).

If you want to unsubscribe, please contact us by e-mail at support@get-chillio.app at least 24 hours before the end of the free trial or the current subscription period.

Refunds

1. General refund rules

The fees you have paid for the Services are non-refundable, except as otherwise stated in this Policy or required by applicable law.

However, we provide you with a money-back guarantee option (the "Money Back Guarantee") if you have complied with the Terms and applicable law.

Kindly note that only compliance with the requirements above allows you to receive a refund under the Money Back Guarantee. The Money Back Guarantee does not apply to the following cases:

- Personal reasons (you did not like the product, it did not meet your expectations, etc;)
- Financial reasons (you did not expect that you would be charged, that the trial version would be converted to a subscription, that the subscription would automatically renew, or that the services would be paid for, etc.).

You are eligible to receive a refund if you did not get recognizable changes/results, provided that all of the following conditions are met:

- you contact us within 30 days after your initial purchase and before the end of your subscription period; and
- you have followed our program:
 - (i) at least during 6 consecutive days within the first 30 days after the purchase (for monthly and more lengthy subscription periods),
 - (ii) at least during 4 consecutive days within the first 7 days after the purchase (for weekly subscription periods); and
 - (iii) you can demonstrate that you've completed the program by providing screenshots of completed lessons from the plan as proof.

We will review your application and notify you whether your application is approved.

Please note that only fulfillment of the above requirements allows you to receive a refund under the Money-back Guarantee. Generally, if you do not meet the conditions of our Money-back Guarantee set out above, the fees you have paid are non-refundable and/or non-exchangeable, unless otherwise is stated herein or as required by applicable law.

Depending on the jurisdiction in which you are located and/or made the payment for the subscription to the Service, you may be entitled to a refund within a certain period of time from the date of purchase or other additional refund terms (also known as "cooling-off

period"). Please check the section "Your refund rights available under applicable laws" for the most common refund terms under the laws of various locales.

Request for Refund. To request a refund, users must contact our customer support team and provide relevant information, including the order number, reason for the refund, and any supporting documentation. **PAY ATTENTION! THE USER MUST SEND ALL REQUESTS FOR REFUNDS TO THE EMAIL ADDRESS USED TO LOG IN TO THE SITE.**

2. Your refund rights are available under applicable laws

Note for the EU residents: If you are an EU resident, you have the right to withdraw from the agreement for the purchase of digital content without charge and without giving any reason within fourteen (14) days from the date of such agreement conclusion. The withdrawal right does not apply if the performance of the agreement has begun with your prior express consent and your acknowledgment that you thereby lose your right of withdrawal.

You hereby expressly consent to the immediate performance of the agreement and acknowledge that you will lose your right of withdrawal from the agreement once our servers validate your purchase and the applicable purchase is successfully delivered to you. Therefore, you will not be eligible for a refund unless the digital content is defective.

Note for California residents: Users in California have the right to request a refund according to the applicable customer protection laws.

Note for Texas residents: While Texas law does not specify a mandatory refund period, we extend our General refund rules to Texas residents.

Note for UK residents: Users in the United Kingdom have the right to cancel their digital app purchase and receive a full refund within 14 days of purchase ('cooling-off period') under the Consumer Contracts Regulations..

Please note! If this section does not cover your refund rights depending on your jurisdiction of residence, please inform us of your rights (if possible, with a link to the relevant Consumer Protection Act), and we will review your request individually.

Changes

To the maximum extent permitted by applicable laws, we may change subscription fees at any time. We will give you reasonable notice of any such pricing changes by posting the new prices on the Service and/or by sending you an email notification or in another prominent way. If you do not wish to pay the new fees, you can cancel the applicable subscription prior to the change going into effect.

Contact info

You can contact us by e-mail support@get-chillio.app