

Refund and Cancellation Policy

1. Thank you for purchasing our products on the website nupix.ai (“Product”) provided by PIKsolution OÜ (“PIKsolution” or “Company”).

The Company offers you a refund for purchases made directly on the website nupix.ai (“Website”) if you are dissatisfied with the Product, provided the conditions outlined in this Refund Policy are met, in addition to the mandatory refund rights granted by applicable laws.

I. SUBSCRIPTION

The nupix.ai (“Website”) is provided by PIKsolution free of charge. Once you start using the Website, you will have access to its basic features, including the browser version of the Nupix mobile app at nupix.ai. Access to all the features of Nupix requires a paid subscription. The full list of Nupix features and pricing is available on the Website. You can choose different subscription options. Prices are in U.S. dollars and may vary in other countries. Before purchase, you will receive all the necessary information about your subscription plan. Your subscription will be automatically renewed after the current subscription period ends. For information on how to cancel your subscription, see Section IV. CANCELLATION.

II. TRIAL ACCESS

You have the opportunity to use a 3-day trial. You will receive 3 photo processing requests immediately and 2 additional requests each day until the end of the trial period. When you pay for the trial access, you agree to activate a subscription plan that will be enabled after the trial period expires.

III. PAYMENT METHODS

You can pay for your subscription via debit or credit card; the payment is processed through the Stripe system or your PayPal account. The payment will be charged to the method you provided at the time of purchase. You authorize us to charge the applicable subscription fees to the chosen payment method.

IV. CANCELLATION

Canceling your subscription means that automatic renewal will be disabled, but you will retain access to all subscription features until the end of your current period. Please note that deleting the app does not cancel your subscription.

- If your subscription or free trial was activated via App Store: If eligible for a refund, you must request it directly from Apple by following the instructions on

Apple's support page.

- If your subscription or free trial was activated via Google Play: If eligible for a refund, you must request it directly from Google by following the instructions on Google's support page.
- If your subscription was purchased on our Website: You can manage your subscription through your personal account on the Nupix.ai Website under the Profile -> Subscriptions section. You may cancel your subscription by contacting us via email at support@nupix.ai or through the "Support" section on the Website. To avoid being charged for the next billing period, cancel your subscription at least 24 hours before the next billing date. Subscription fees are non-refundable.

V. REFUNDS

Please note that all purchases are generally final and non-refundable. We do not provide refunds for partially used periods, except as required by applicable laws and specific criteria established by the Company:

- Refund Requests Within 2 Days:

To qualify for a refund, customers must submit their request within 2 days of making their purchase directly on our Website. Refunds are only possible before the end of the current subscription period. Eligibility for a refund within this timeframe will be determined based on product usage. Active usage is defined as sending more than 7 successfully spent photo processing through the product. Such usage renders the purchase non-refundable. Customers who have sent fewer than 7 photo processing and submit their refund request within the 2-day period may qualify for a refund. Given the significant server resources required for AI model operations, refunds are not possible for users who exceed this activity threshold.

- Exceptions:
- Beyond 2 Days: Refund requests made more than 2 days after the purchase date are non-refundable.
- Active Usage: Refunds are not available for actively engaged users (as defined above).

VI. CHARGEBACKS/DISPUTES

If you initiate a chargeback or otherwise reverse a subscription payment, we may immediately disable or terminate your account at our sole discretion for breaching your payment obligations under this policy. We reserve the right to dispute any chargebacks, including by providing the relevant financial institution with evidence that the payment was authorized.

VII. CHANGES TO THE REFUND POLICY

We reserve the right to modify, terminate, or otherwise amend our subscription plans at any time. We will notify you of any changes via the Website, the app, or email. If you do not agree with the new terms, you may cancel your subscription before the changes take effect.

If you have any questions about the Refund Policy, contact us at support@nupix.ai.