

# Subscription, Billing & Refund Policy

This Policy explains how payments, renewals, cancellations, refunds, pricing changes, and trial offers work for Chick.

## Scope

Last updated: 9 May 2026. This Policy forms part of the Chick Terms of Use.

This Policy applies to paid plans, subscriptions, trials, promotional offers, renewals, cancellations, refunds, usage limits, and billing support for Chick.

If you subscribe through an app store or third-party payment platform, that platform may handle billing, cancellation, refunds, taxes, payment methods, and receipts. Their rules may apply in addition to this Policy.

## Prices and plan features

Prices, currencies, taxes, plan names, features, allowances, AI usage limits, scan limits, upload limits, trial availability, promotional offers, and included services may change over time.

We may test different prices, discounts, trials, feature bundles, or plan structures. Unless required by law or clearly promised, a promotional price or feature set does not guarantee future availability.

We may correct pricing errors. If a pricing error affects your purchase, we may cancel the transaction or contact you with the correct price before continuing.

## Subscriptions and automatic renewal

Subscriptions renew automatically unless cancelled before the renewal date, unless the offer clearly says otherwise.

By starting a subscription, you authorise us and our payment provider to charge your payment method for recurring fees, taxes, and any applicable charges until you cancel.

You are responsible for checking the renewal date and cancelling in time if you do not want to renew.

## Trials and promotional offers

Trials and promotional offers may be limited by time, user, account, device, payment method, country, or other eligibility rules. We may withdraw or change offers at any time.

A trial may convert into a paid subscription at the end of the trial unless cancelled before the trial ends, if that was clearly stated when you joined.

We may refuse, revoke, or limit trials where we reasonably believe there is misuse, duplicate account creation, fraud, or abuse.

## Cancellations

You may cancel a subscription using the cancellation method available in Chick, the payment provider, or the app store where you subscribed.

Cancellation normally stops future renewal charges. It does not automatically refund previous charges, partial billing periods, unused days, or used digital services unless this Policy, the purchase flow, or mandatory law gives you that right.

Deleting the app, logging out, not using Chick, or deleting your account may not automatically cancel payment if billing is handled through a third party. You should cancel through the correct billing channel.

## **Refunds**

Except where mandatory law gives you a right to a refund, fees are non-refundable once charged. This includes unused time, accidental renewal, failure to cancel, dissatisfaction with estimates, changes to features, or non-use of the service.

We may choose to offer a refund, credit, extension, or goodwill adjustment at our discretion. Doing so once does not create a right to future refunds.

If you believe you were charged in error, contact us promptly with the account email, date, amount, receipt, and explanation. We may require verification before taking action.

## **Consumer cooling-off rights**

Depending on your country, you may have statutory cancellation or cooling-off rights for online purchases. Where such rights apply, we will respect them.

Where the law allows, by asking for immediate access to digital content or digital services during a cancellation period, you may lose or reduce cancellation rights once performance begins, if this is clearly explained and you provide the required acknowledgement.

Nothing in this Policy removes mandatory consumer rights that cannot legally be excluded.

## **Price and feature changes**

We may change prices or plan features. If a change affects an active paid subscription, we will take reasonable steps to notify you where required, such as through the app, email, payment provider, or app store.

If you do not agree to a future price change, you should cancel before it takes effect. Continuing to use Chick after a change takes effect means you accept the changed price or plan, unless mandatory law says otherwise.

## **Failed payments and chargebacks**

If payment fails, we may retry the payment, ask you to update payment details, suspend paid features, downgrade the account, or terminate access.

Improper chargebacks, payment disputes, or fraudulent payment activity may result in suspension or termination. We reserve the right to recover amounts owed, including reasonable costs, where lawful.

## **Taxes**

Prices may include or exclude taxes depending on location, platform, and presentation at checkout. You are responsible for applicable taxes unless the checkout states that they are collected by us or the payment provider.

## **Contact**

Billing questions should be sent to [support@chick.health](mailto:support@chick.health) or through the Contact page.