

REFUND AND CANCELLATION POLICY

1. Introduction

We are Binary.AI doing business as RevEng.AI ('Company', 'we', 'us', or 'our'). We operate the website (<https://reveng.ai>) (the 'Site'), as well as any other related products and services that refer or link to these legal terms (the 'Legal Terms') (collectively, the 'Services').

These Legal Terms constitute a legally binding agreement made between you, whether personally or on behalf of an entity ('you'), and Binary.AI, concerning your access to and use of the Services. You agree that by accessing the Services, you have read, understood, and agreed to be bound by all of these Legal Terms. IF YOU DO NOT AGREE WITH ALL OF THESE LEGAL TERMS, THEN YOU ARE EXPRESSLY PROHIBITED FROM USING THE SERVICES AND YOU MUST DISCONTINUE USE IMMEDIATELY.

2. Subscription Services

Our Services are offered on a recurring subscription basis, including monthly, annual, or other billing plans as specified at the time of purchase.

Customers are responsible for reviewing subscription details, pricing, and billing frequency before completing a purchase.

3. Free Trials and Evaluations

Where a free trial, proof of concept, or evaluation period is offered, customers are encouraged to fully assess the Services before purchasing a paid subscription.

Unless otherwise stated in writing, no refunds will be provided after a free trial or evaluation period has expired and a paid subscription has commenced.

4. Refund Eligibility

Monthly Subscriptions

Monthly subscription fees are generally non-refundable once a billing period has begun. Customers may cancel at any time, and cancellation will prevent future renewals. Refunds for new subscriptions will be given if requested within **14 days** of the first subscription event.

Annual Subscriptions

Annual subscriptions may be eligible for a refund if requested within **14 days** of the initial purchase date, provided that:

- The subscription was purchased directly from the Company;
- The refund request is submitted in writing;
- The account is in good standing; and
- No violation of our Terms of Service has occurred.

After the applicable refund period, annual subscription fees are non-refundable.

5. Automatic Renewals

Subscriptions may automatically renew at the end of each billing term unless cancelled before the renewal date.

Refunds for renewal charges will only be considered if the request is submitted within **14 days** of the renewal date and the customer has not substantially used the Services during the renewed term.

6. Non-Refundable Circumstances

Refunds will not be provided for:

- Partial subscription periods;
- Failure to use the Services;
- Change of business circumstances or budget constraints;
- Customer personnel changes;
- Misunderstanding of product features that were reasonably disclosed before purchase;
- Third-party service outages outside the Company's control;
- Violations of our Terms of Service or Acceptable Use Policy;
- Purchases made through third-party resellers, distributors, or marketplaces (refund requests must be directed to the original seller).

7. Service Interruptions

In the event of a material service outage or failure attributable solely to the Company, customers may be entitled to service credits or refunds as determined by the applicable Service Level Agreement (SLA), if any.

Any such remedy shall be the customer's sole and exclusive remedy for service availability issues.

8. Enterprise and Custom Agreements

Enterprise customers operating under a separately negotiated agreement, order form, master services agreement (MSA), or statement of work (SOW) shall be subject to the refund and termination provisions contained in those agreements.

Where a conflict exists, the terms of the negotiated agreement shall prevail.

9. Refund Request Procedure

To request a refund, customers must contact us at:

Email: support@reveng.ai

Address: Jump Accounting, 131, Finsbury Pavement, London, EC2A 1NT

Refund requests should include:

- Customer name;
- Account email address;
- Subscription details;
- Date of purchase; and
- Reason for the request.

We may request additional information to verify eligibility.

10. Processing of Approved Refunds

Approved refunds will generally be processed within **10–15 business days** using the original payment method whenever possible.

Processing times may vary depending on the customer's financial institution or payment provider.

11. Changes to This Policy

We reserve the right to modify this Policy at any time. Updated versions will be posted on our website and will become effective upon publication unless otherwise stated.

12. Contact Information

For questions regarding this Refund Policy, please contact:

Binary AI LTD (RevEng.AI)

Email: support@reveng.ai

Address: Jump Accounting, 131, Finsbury Pavement, London, EC2A 1NT

13. Dispute Resolution

Informal Resolution

Before initiating any formal legal proceeding, the customer agrees to first contact the Company and make a good-faith effort to resolve any dispute, claim, or controversy arising out of or relating to the Services, this Refund Policy, or any refund request ("Dispute").

The customer must submit a written notice describing the nature of the Dispute and the relief sought. The parties agree to attempt to resolve the Dispute informally for at least thirty (30) days following receipt of such notice.

Binding Arbitration

If the parties are unable to resolve the Dispute through informal negotiations, the Dispute shall be resolved exclusively through final and binding arbitration, except where prohibited by applicable law.

The arbitration shall be conducted by a mutually agreed arbitration provider in accordance with its applicable commercial arbitration rules. The arbitration shall be conducted in English by a single arbitrator experienced in commercial and technology-related disputes.

The arbitrator's decision shall be final and binding on the parties and may be entered as a judgment in any court of competent jurisdiction.

Exceptions

Nothing in this section shall prevent either party from seeking:

- Injunctive or equitable relief to prevent unauthorized use, disclosure, or misuse of confidential information or intellectual property;
- Temporary or preliminary relief from a court of competent jurisdiction where necessary to prevent immediate and irreparable harm; or
- Relief in a small claims court where permitted by applicable law and where the claim qualifies for such proceedings.

Class Action Waiver

To the fullest extent permitted by law, all Disputes shall be resolved on an individual basis. Neither party may bring a claim as a plaintiff or class member in any purported class action, collective action, representative action, or similar proceeding.

Governing Law and Venue

This Refund Policy and any Dispute arising from or relating to it shall be governed by and construed in accordance with the laws of English law, without regard to conflict of law principles.

Subject to the arbitration provisions above, any legal action that is permitted to proceed in court shall be brought exclusively in the courts located in **London, United Kingdom**, and the parties consent to the jurisdiction of such courts.