

Subscription, Cancellation and Refund Policy

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1. Subscription Plans

Synthetic Respondents offers subscription-based access to its AI research platform.

Subscriptions may be offered on a:

- Monthly basis
- Annual basis (prepaid)

Details of available plans and pricing are provided on the website.

Access to the Service is granted for the duration of the active subscription period.

The Service is provided for business users only.

2. Billing

By subscribing, you authorise Synthetic Respondents to charge the applicable subscription fees to your selected payment method.

Payments are processed via Stripe.

Subscription fees are charged:

- Monthly plans: in advance on a recurring monthly basis
- Annual plans: in advance for the full annual term

You are responsible for ensuring that billing information is accurate and up to date.

3. Cancellation

You may cancel your subscription at any time through your account settings.

Cancellation will:

- Stop future renewals
- Not affect the current active billing period

You will retain access to the Service until the end of your current paid subscription term.

We do not provide partial-period cancellations.

4. Refund Policy

All fees are non-refundable.

We do not provide refunds or credits for:

- Partial subscription periods
- Unused time
- Unused studies
- Downgrades
- Plan changes
- Account cancellation

Once a subscription fee has been charged (monthly or annual), it is non-refundable, except where required by applicable law.

5. Account Suspension or Termination

We may suspend or terminate access if you violate our Terms of Service or Acceptable Use Policy.

No refunds will be provided in cases of suspension due to policy violations.

6. Chargebacks

If a chargeback is initiated without valid grounds, we reserve the right to suspend or permanently restrict access to the Service.