

Refund Policy

A full refund is available only within 30 days of your first payment.

After this period, the refund policy will follow the message usage guidelines outlined below:

- Refunds are calculated based on unused messages only.
- Messages already used cannot be refunded.
- You'll receive a prorated refund for any remaining messages in your current billing cycle.

Example:

If you have a Silver plan (180 messages) and cancel with 120 messages remaining, you'll receive a refund proportional to those unused messages.

To request a refund, send an email to help@mytruebond.ai.

There are no refunds for the purchase of credits.

Important Notes:

- Refunds only apply to the current billing period.
- Previous billing cycles are not eligible for refunds.
- Used messages are non-refundable, regardless of when they were used.
- Partial months are not prorated - only unused messages count.

Note for residents of certain U.S. states: If you reside in California or Connecticut and cancel your purchase at any time before midnight of the third business day following the date of such purchase, we will refund the payment you made.

Notes for EU residents: If you are an EU resident, you have the right to withdraw from the contract for the purchase of digital content without any cost and without providing any reason within fourteen (14) days from the date of conclusion of such contract. The right of withdrawal does not apply if the performance of the contract has begun with your prior express consent and your acknowledgment that, in doing so, you lose the right of withdrawal. You hereby expressly consent to the immediate performance of the contract and acknowledge that you will lose the right to withdraw from the contract once our servers validate your purchase and the relevant purchase is successfully delivered to you. Therefore, you will not be eligible for a refund unless the digital content is defective.