

# NoaiGPT Refund Policy

1. No Refunds Policy: All purchases and subscriptions made through NoaiGPT are final and non-refundable. We do not offer monetary refunds due to the digital nature of our services and the immediate access to valuable content and features upon purchase.

2. Refunds in Credits: In cases where users experience dissatisfaction with the service, we offer refunds in the form of credits. These credits are subject to the following detailed conditions:

a. Eligibility for Credits:

- The refund request must be submitted within 7 days of the original purchase date.
- Users must provide a comprehensive explanation of their dissatisfaction, including detailed descriptions of the issues they encountered with the NoaiGPT service.

b. Non-Eligibility for Credits:

- Requests made after the 7-day period from the purchase date will not be considered.
- Refund requests related to:
  - User negligence or errors in the use of the service.
  - Misuse of the platform contrary to the guidelines or terms of service.
  - Inability to access the service due to user-side technical issues, such as incompatible hardware, software, or insufficient internet connectivity.
- Situations where the user has extensively used the service, indicating substantial consumption of the product or content.

3. How to Request a Refund in Credits:

- Users must contact our support team by emailing [contact@noaigpt.com] with the subject line "Refund Request - Credits".
- The request must include:
  - Order ID or transaction number.
  - Date of purchase.
  - Detailed explanation of the issue(s) encountered.
  - Any supporting documentation or screenshots that can help in the evaluation of the request.
- Our support team will acknowledge receipt of the refund request within 48 hours and will complete the review process within 7 business days.

4. Processing and Use of Credits:

- If approved, credits will be issued to the user's account within 5 business days after the review process is complete.

- Credits can only be used for future transactions on NoaiGPT and are valid for 6 months from the date of issue.
- Credits are non-transferable, non-refundable, and cannot be converted into cash or any other form of monetary compensation.

5. Limitations and Exclusions:

- This refund policy applies only to direct purchases made through NoaiGPT's official platform. Purchases made through third-party platforms are subject to the refund policies of those platforms.
- The refund policy does not cover promotional offers, trial periods, or discounted services unless specified otherwise.

6. Policy Updates: NoaiGPT reserves the right to modify or update this refund policy at any time without prior notice. Updates will be reflected on our website, and it is the user's responsibility to review the refund policy periodically. Continued use of the NoaiGPT services after any such changes constitutes acceptance of the new policy.