



REFUND & CANCELLATION POLICY

Global Edition

Version 1.0 | Effective June 10, 2026

A software product of Violet Organization, a 501(c)(3) non-profit organization

EIN: 81-3855319

www.scantra.ai | Info@scantra.ai
c/o Violet Organization, a 501(c)(3) non-profit organization (EIN: 81-3855319), 210 Lake Dr E, Cherry Hill, NJ 08002

REFUND & CANCELLATION POLICY

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This policy outlines the terms under which Scantra.ai DBA Scantra provides refunds and processes cancellations for subscription-based and one-time Services.

Section I. MONTHLY SUBSCRIPTIONS

- May be cancelled at any time through account settings or by contacting Support@scantra.ai
- Cancellation takes effect at the end of the current billing period
- No prorated refunds for partial months, unless required by applicable law

Section II. ANNUAL SUBSCRIPTIONS

- Cancellations within 14 days of purchase are eligible for a full refund if Services have not been substantially used
- Cancellations after 14 days are not eligible for prorated refunds, unless required by law
- Access continues until the end of the annual billing period

Section III. REFUND ELIGIBILITY

III.I Eligible for refund:

- Service not delivered as described and we are unable to remedy the issue
- Technical errors on our part resulted in duplicate or incorrect billing
- Statutory consumer rights entitle you to a refund under applicable law

III.II Not eligible for refund:

- Failure to achieve expected SEO results or rankings
- Cancellations outside eligible refund windows
- Accounts terminated due to ToS violations

Section IV. HOW TO REQUEST A REFUND

1. Contact Info@scantra.ai within the eligible refund window
2. Provide your account information, order number, and reason for the request
3. We will review and respond within 5 business days
4. Approved refunds are processed within 10 business days to the original payment method

Section V. SERVICE CREDITS

In lieu of refunds, we may offer service credits applicable to future billing. Credits are non-transferable, non-redeemable for cash (except where required by law), and expire 12 months after issuance.

Section VI. AUTO-RENEWAL NOTICE

Monthly and annual subscriptions auto-renew. You will receive a renewal reminder at least 3 days before monthly billing and 30 days before annual billing. Cancel anytime via account settings.

EU & UK

EU/UK consumers have a 14-day statutory right of withdrawal for distance contracts. If you request immediate service commencement and later exercise withdrawal, you may be charged for services already delivered on a pro-rata basis. Refunds are processed within 14 days of withdrawal.

Canada

Provincial consumer protection laws may provide additional cooling-off periods. We comply with all applicable provincial consumer protection legislation.

Brazil

Brazilian consumers have 7 days to withdraw from remotely contracted services under CDC Article 49. Full refunds apply for withdrawals within this period.

California, USA

Compliant with California's Automatic Renewal Law (Business & Professions Code §17600 et seq.). All renewal terms are disclosed at checkout and in pre-renewal notices.

Australia

Under the Australian Consumer Law, you are entitled to a refund, repair, or replacement if our Services fail to meet a consumer guarantee. Our cancellation policy does not limit your ACL rights.

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