

**Effective Date:** July 15, 2024

**Last Updated:** December 15, 2025

## 1. Policy Overview

Myna-AI operates on a Pay-As-You-Go billing model, where customers are charged only for the Services they consume. This Refund Policy explains our approach to billing adjustments, credits, and refund requests.

**Key Principle:** Once Usage is consumed and measured by our systems, it represents actual resources utilized (AI processing, telephony connections, computational infrastructure) that cannot be returned or reversed. As such, consumed Usage is non-refundable.

This policy applies to all customers using Myna-AI Services. By using our Services, you agree to the terms outlined in this Refund Policy and our Terms & Conditions.

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## 2. No Refund on Consumed Usage

### 2.1 Finality of Usage

All Usage measured by Myna-AI systems—including voice minutes, chat messages, AI tokens processed, telephony services, and third-party integration calls—is considered final once consumed. This Usage represents:

- Real-time processing by AI models and infrastructure
- Telephony connections and carrier resources
- Cloud computing and storage capacity
- Third-party service fees incurred on your behalf

**These resources cannot be unprocessed, returned, or refunded once utilized.**

### 2.2 Immediate Consumption

Because the Services operate in real-time, Usage is consumed immediately as you deploy AI Agents, place or receive calls, process messages, or utilize platform features. There is no "return window" for consumed Services.

### 2.3 No Satisfaction Guarantees

Myna-AI does not offer money-back guarantees, satisfaction-based refunds, or performance-based refunds. The Services are provided "as is," and you are responsible for evaluating their suitability for your use case prior to consumption.

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## 3. Prepaid Balance Rules

### 3.1 Prepaid Credits (If Applicable)

If you add prepaid funds to your Account balance, these funds are applied toward future Usage as you consume Services. Prepaid balances are non-refundable once added to your Account, except as required by applicable law.

### 3.2 Account Closure with Remaining Balance

If you close your Account with a remaining prepaid balance that has not been used to consume Services, you may request a review for a credit or refund of the unused portion, subject to Myna-AI's sole discretion and administrative fees.

### 3.3 Expiration

Prepaid balances may be subject to expiration periods as specified in your Account terms. Expired balances are forfeited and are not refundable.

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## 4. Billing Errors & Dispute Window

### 4.1 Billing Disputes

If you believe your invoice contains a billing error—such as incorrect Usage measurement, duplicate charges, or pricing discrepancies—you must notify Myna-AI in writing within **fourteen (14) days** of the invoice date.

Disputes must include:

- Your Account information
- The specific invoice number and date
- A detailed description of the alleged error
- Supporting documentation (if available)

### 4.2 Investigation Process

Myna-AI will investigate documented billing errors promptly and respond within a reasonable timeframe (typically 7-14 business days). If a billing error is confirmed, Myna-AI will issue a credit to your Account as described in Section 5.

### **4.3 Late Disputes**

Billing disputes submitted after the fourteen (14) day window will not be considered, except in cases of fraud, unauthorized access, or demonstrable system error.

### **4.4 Good Faith Requirement**

All billing disputes must be submitted in good faith. Frivolous, repetitive, or abusive dispute requests may result in Account review or suspension.

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## **5. Service Credits (Not Cash Refunds)**

### **5.1 Credit-Only Resolution**

In the event that Myna-AI determines an adjustment is warranted—whether due to a billing error, service disruption, or other exceptional circumstance—any compensation will be issued **as a service credit applied to your Account**, not as a cash refund.

### **5.2 Credit Terms**

Service credits:

- Are applied to your Account balance for use toward future Usage
- Cannot be transferred, sold, or exchanged for cash
- Must be used within the timeframe specified (typically within 12 months)
- Are forfeited upon Account closure
- Are issued at Myna-AI's sole discretion

### **5.3 Credit Amount**

The amount of any credit is determined by Myna-AI based on the nature and extent of the issue. Credits may be partial and do not necessarily equal the disputed amount.

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## **6. Trial, Pilot, or Free Credits (Non-Refundable)**

## **6.1 Promotional Credits**

Myna-AI may occasionally offer trial periods, pilot programs, or promotional credits to new or existing customers. These credits are provided at Myna-AI's discretion as a marketing benefit.

## **6.2 No Cash Value**

Trial and promotional credits have no cash value and cannot be refunded, exchanged, or transferred. They are valid only for the specified duration and are forfeited if not used within that period.

## **6.3 Terms May Vary**

Specific trials or promotions may be subject to additional terms and conditions communicated at the time of the offer.

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# **7. Fraud, Abuse, or Policy Violation Exclusion**

## **7.1 Ineligibility for Refunds**

Accounts terminated due to fraud, abuse, violation of the Terms & Conditions, or prohibited activities are not eligible for any refunds, credits, or billing adjustments.

## **7.2 Forfeiture**

In cases of policy violations, Myna-AI reserves the right to forfeit any prepaid balances and to pursue additional remedies as outlined in the Terms & Conditions.

## **7.3 Disputed Violations**

If you believe your Account was terminated in error, you may submit a written appeal to Myna-AI support within seven (7) days of termination. Appeals are reviewed at Myna-AI's sole discretion, and the decision is final.

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# **8. How to Request a Billing Review**

## **8.1 Contact Information**

To request a billing review or to dispute a charge, contact Myna-AI support:

**Email:** [info@myna-ai.com](mailto:info@myna-ai.com)

**Website:** <https://www.myna-ai.com>

## 8.2 Required Information

Include the following in your request:

- Your full name and Account email address
- Invoice number and billing date
- Detailed description of the issue
- Any relevant supporting documentation (screenshots, logs, etc.)

## 8.3 Response Time

Myna-AI will acknowledge your request within three (3) business days and will investigate and respond with a determination within 7-14 business days, depending on the complexity of the issue.

## 8.4 Communication

All billing reviews and disputes will be handled via email or through your Account dashboard. Please ensure your contact information is current.

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# 9. Final Decision Authority Clause

## 9.1 Myna-AI Discretion

All decisions regarding billing adjustments, service credits, and refund eligibility are made at Myna-AI's sole discretion. Myna-AI will review each request fairly and in good faith but reserves the right to deny requests that do not meet the criteria outlined in this policy.

## 9.2 No Obligation

Nothing in this Refund Policy creates an obligation for Myna-AI to issue refunds or credits beyond what is expressly stated. Myna-AI's liability for billing errors or service issues is limited as set forth in the Terms & Conditions.

## 9.3 Policy Interpretation

In cases of ambiguity or dispute regarding this Refund Policy, Myna-AI's interpretation shall govern. Customers are encouraged to contact support for clarification before initiating formal disputes.

## 9.4 Legal Rights

This Refund Policy does not limit any statutory rights you may have under applicable consumer protection laws in your jurisdiction, to the extent those laws apply to business-to-business transactions.

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## 10. Policy Updates

Myna-AI may update this Refund Policy from time to time. Material changes will be communicated via email or through the Platform. Your continued use of the Services after such changes constitutes acceptance of the updated policy.

For questions regarding this Refund Policy, please contact [info@myna-ai.com](mailto:info@myna-ai.com).