Cancellation and Refund Policy

Trusted Advisors LLC | Version 1.1 | Effective upon publication

This Cancellation & Refund Policy applies to subscriptions and paid services offered by Trusted Advisors LLC through TrustedAdvisorsAI.com, including MaestroAI and other current or future subscription-based products and services.

This policy applies to TrustedAdvisorsAI subscriptions and Gift Certificates.

1. Free Trial

TrustedAdvisorsAI may offer eligible new customers a free trial period, currently advertised as 30 days for eligible new customers.

The free trial is limited to one trial per individual and may be subject to eligibility requirements.

If you select an automatically renewing plan with a free trial, your first paid billing period begins when the trial ends unless you cancel before then.

To avoid being charged, you must cancel your subscription before the free trial period expires.

TrustedAdvisorsAI reserves the right to limit, deny, or cancel free trials where we determine that a user has previously received a trial or has created multiple accounts to obtain additional trials.

2. Subscription Cancellation

You may cancel your subscription at any time.

Cancellation stops the subscription from automatically renewing for the next billing period.

Unless otherwise required by applicable law or stated at the time of purchase, cancelling a subscription does not automatically result in a refund for the current billing period.

After cancellation, you may generally continue to use the paid service until the end of the period for which you have already paid.

3. Automatic Renewal

Paid subscriptions are billed on the recurring schedule shown at checkout, such as monthly or annually, depending on the plan selected.

Monthly plans renew monthly and annual plans renew annually at the then-current price for your plan unless you cancel before renewal.

Subscription prices may change from time to time. Where required by applicable law, we will provide notice of material price changes before they take effect.

4. Refund Policy

Unless otherwise required by applicable law, subscription fees are **non-refundable** once a paid billing period has started.

Trusted Advisors LLC generally does not provide refunds or credits for:

- Unused subscription time;

- Partial monthly or annual billing periods;
- Failure to use the service;
- Failure to cancel before a renewal;
- Forgotten or unused subscriptions; or
- Cancellation after a recurring payment has already been processed.

However, TrustedAdvisorsAI may consider refund requests on a case-by-case basis where there has been a billing error, duplicate charge, technical issue that materially prevented access to the service, or other exceptional circumstance.

Any refund issued is at the sole discretion of Trusted Advisors LLC, subject to applicable law.

Gift Certificates are nonrefundable and cannot be returned or redeemed or exchanged for cash, except as required by applicable law.

5. Accidental or Duplicate Charges

If you believe you were charged incorrectly, including being charged more than once for the same subscription period, please contact us as soon as possible.

Trusted Advisors LLC may request information necessary to verify the transaction and determine whether a correction or refund is appropriate.

6. Subscription Purchased Through an App Store

If your subscription was purchased through the Apple App Store, Google Play, or another third-party platform, cancellation and refund requests may be subject to that platform's terms, policies, and procedures.

In such cases, you may need to manage your subscription or request a refund directly through the platform through which the purchase was made.

7. Account Termination by TrustedAdvisorsAI

Trusted Advisors LLC may suspend or terminate an account or access to its services where a user violates the Terms & Conditions, Community Guidelines, Acceptable Use Policy, Copyright & DMCA Policy, applicable law, or otherwise misuses the service.

Where an account is suspended or terminated due to a violation or misuse, subscription fees may be non-refundable to the extent permitted by applicable law.

Nothing in this section limits any rights or remedies available to users under applicable law.

8. Subscription Lapses and Account Access

If your subscription ends or a renewal payment fails because your payment method has expired, is invalid, or is otherwise declined, we will deactivate access to features that require an active subscription. Trusted Advisors LLC will email the address on your account to explain how to restore access. Trusted Advisors LLC will restore subscription access once you have a valid subscription again. Deactivation for a subscription lapse does not delete your account or its data.

If you cancel, deactivation of paid access takes effect when your paid access ends. Free features or community access may remain available where offered.

See our Privacy Policy for account deletion, requests to delete specific personal information, and data retention.

9. How to Request a Cancellation or Refund

For subscription support, cancellation assistance, billing questions, or refund requests, contact:

Support: help@TrustedAdvisorsAI.com

For general inquiries:

Email: info@TrustedAdvisorsAI.com

When contacting us about a billing issue, please provide the email address associated with your account and sufficient information to help us identify the relevant subscription or transaction.

10. Processing of Approved Refunds

If a refund is approved, it will generally be issued to the original payment method used for the transaction.

The time required for the refund to appear in your account may vary depending on the payment provider, financial institution, or third-party platform used to process the payment.

11. Changes to This Policy

Trusted Advisors LLC may update this Cancellation & Refund Policy from time to time to reflect changes to our services, subscription offerings, payment processes, or legal requirements.

Any updated version will be published on TrustedAdvisorsAI.com with an updated effective date.

12. Contact Us

If you have questions regarding this Cancellation & Refund Policy, please contact:

Trusted Advisors LLC

Email: help@TrustedAdvisorsAI.com

Website: TrustedAdvisorsAI.com

This policy should be read together with the Trusted Advisors LLC Terms & Conditions and Privacy Policy.