

Scout AI // Return and Refund Policy

Black Box Alchemist LLC // Last Updated: May 2, 2026

1. Overview

Scout AI is a service, not a physical product. As such, there are no "returns" in the traditional sense. This policy outlines the circumstances under which a refund may be issued and the process for requesting one.

Our Commitment: We stand behind what we build. If we do not deliver the system as described, you are entitled to a full refund during your first 90 days. This guarantee is not standard in the industry. We offer it because we are confident in the product.

2. 90-Day Performance Guarantee

During the initial ninety (90) day period following deployment, if Scout AI fails to materially perform the core functions outlined in the Terms of Service (AI Receptionist, Field Technician Support, Quoting and Invoicing, Warranty Registration, and General AI Business Assistant), Client is entitled to a full refund for that billing period.

To request a refund under this guarantee:

- Submit a written request to arthur@blackboxalchemist.com before the end of the 90-day period
- Describe the specific core function(s) that the Service has failed to deliver
- Company will have fifteen (15) days from receipt of the request to attempt to cure the identified issue(s)
- If the issue(s) cannot be resolved within the cure period, Company will issue a full refund within fifteen (15) days

3. What Does NOT Qualify for a Refund

The following circumstances do not constitute a failure to deliver the Service and do not warrant a refund:

- **Non-use:** Client's failure to use the Service, engage with the onboarding process, or provide necessary access and information for deployment does not constitute non-delivery by Company
- **Out-of-scope expectations:** Expectations for functionality beyond the core functions defined in the Terms of Service do not warrant a refund. Scout AI does what is described in the agreement. Custom

functionality beyond this scope is quoted and developed separately.

- **Third-party outages:** Temporary service interruptions caused by third-party providers (including but not limited to Anthropic, OpenAI, Jobber, Service Titan, internet service providers, or other integrated platforms) are outside Company's control. In the event of a prolonged third-party outage exceeding fifteen (15) consecutive days, Company will provide a pro-rated credit for the downtime period. Such outages do not warrant a full refund.
- **Onboarding edge cases:** Minor errors or edge cases identified during the first 30-day onboarding period that are resolved through normal support do not constitute a failure to deliver
- **Change of mind:** Deciding the Service is not needed or no longer desired does not qualify for a refund. Client may cancel per the cancellation policy in the Terms of Service.

4. After the Initial 90 Days

After the initial ninety (90) day period, no refunds are issued for services rendered. The Service operates on a recurring billing cycle (quarterly, semi-annual, or annual). If Client no longer wishes to use the Service, they may cancel per the cancellation policy: submit a written cancellation request at least thirty (30) days before the next billing date. No further charges will be applied after the current billing period ends.

5. Pro-Rated Credits

In the event of a verified, prolonged service outage directly attributable to Company's systems (not third-party providers) exceeding forty-eight (48) consecutive hours, Company will issue a pro-rated credit to Client's account for the duration of the outage. Credits are applied to future billing periods and are not redeemable as cash refunds.

6. Credit Card Protection

All payments are processed via credit card through Whop. Client retains all standard consumer protections provided by their credit card issuer. We ask that Client contact us at arthur@blackboxalchemist.com before initiating any chargeback or dispute with their financial institution so that we may resolve the concern directly. Company commits to addressing all concerns in good faith.

7. How to Contact Us

For refund requests, billing questions, or any concerns about the Service, contact us at arthur@blackboxalchemist.com.

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