

SalesGenie Return & Refund Policy

Effective Date: 6/18/2026

This Return & Refund Policy governs purchases of the SalesGenie service operated by UNITYXPRT LTD, a private limited company registered in England and Wales under company number 16072762, with its registered office at:

128 City Road
London, EC1V 2NX
United Kingdom

By purchasing or using SalesGenie, you acknowledge and agree to this Return & Refund Policy.

1. Nature of the Service

SalesGenie is a software-as-a-service (SaaS) platform and digital product that provides AI-powered automation, CRM functionality, lead capture systems, follow-up systems, and analytics tools for Discord communities.

Because access to the Service begins immediately after purchase, customers acknowledge that digital services are supplied instantly and may not be eligible for refunds except where required by applicable law or expressly stated in this Policy.

2. General Refund Policy

Unless otherwise required by applicable law, payments made for SalesGenie subscriptions are non-refundable.

Refunds are not provided because:

- a customer changed their mind;
- the Service was not used;
- a customer forgot to cancel their subscription;
- a customer's business failed to generate expected results;
- a customer misunderstood the features of the Service;
- a customer no longer requires the Service;
- a customer stops operating their Discord community;
- a customer expected guaranteed revenue or conversions.

SalesGenie does not guarantee sales, profits, conversion rates, or business outcomes.

3. Subscription Cancellations

Customers may cancel their subscription at any time.

Cancellation prevents future renewals but does not automatically entitle the customer to a refund.

Access to the Service will remain active until the end of the current billing period.

No prorated refunds are provided for unused time remaining in a subscription period.

4. Duplicate Charges and Billing Errors

If a customer is accidentally charged more than once for the same subscription period, or if a billing error occurs, SalesGenie will investigate the issue.

Verified duplicate charges or billing mistakes will be refunded to the original payment method.

Refund requests relating to duplicate charges should be submitted promptly after discovery.

5. Service Availability

SalesGenie relies on third-party providers and infrastructure, including but not limited to:

- Discord;
- AI providers;
- hosting providers;
- VPS providers;
- cloud infrastructure providers;
- payment processors.

Temporary interruptions, maintenance periods, API outages, infrastructure failures, or service degradation do not automatically qualify for refunds.

However, if SalesGenie experiences a continuous service interruption exceeding ten (10) consecutive calendar days, customers may contact SalesGenie support to request a refund or account credit, which may be granted at the discretion of UNITYXPERT LTD, subject to applicable law.

6. Trial Access

SalesGenie may occasionally provide invitation-only trial access to selected customers.

Free trials are offered solely at the discretion of UNITYXPERT LTD and are not guaranteed.

Trial periods may vary, including seven (7) day or fourteen (14) day periods.

Trial users are encouraged to fully evaluate the Service before purchasing.

Upon conversion to a paid subscription, the standard refund terms of this Policy apply.

7. Enterprise Services and Custom Work

Certain customers may purchase Enterprise packages or custom services.

These services may include:

- custom branding;
- manual setup assistance;
- custom configuration;
- consulting;
- onboarding assistance;
- premium support;
- custom development work;
- invoice-based agreements;
- annual or multi-month packages.

Because work begins immediately and resources are allocated specifically to the customer, Enterprise services and custom work are strictly non-refundable once work has commenced.

Custom branding is not included within standard SalesGenie subscription plans and is available only through Enterprise or separately negotiated agreements.

8. Annual and Multi-Month Agreements

From time to time, SalesGenie may offer six-month, annual, or custom invoice-based agreements.

Unless otherwise agreed in writing, these agreements are non-refundable after payment has been received and services have begun.

9. Chargebacks

Customers are encouraged to contact SalesGenie support before initiating a chargeback.

Fraudulent, abusive, or bad-faith chargebacks may result in:

- immediate suspension of access;
- account termination;
- cancellation of future services;
- collection of unpaid balances;
- reporting of fraud where legally appropriate.

Nothing in this section limits a customer's legal rights under applicable consumer protection laws.

10. Exceptions

Refunds may be granted in exceptional circumstances, including:

- duplicate payments;
- verified billing errors;
- technical issues caused solely by SalesGenie that prevent use of the Service for more than ten consecutive days;
- circumstances required by applicable law.

Any goodwill refund issued by SalesGenie shall not create an obligation to provide refunds in future cases.

11. No Guaranteed Results

SalesGenie is an automation platform.

SalesGenie does not guarantee:

- sales;
- leads;
- profits;
- revenue;
- conversion rates;
- customer retention;
- business success.

Results depend on many factors outside the control of UNITYXPRT LTD.

12. Contact Information

Questions regarding this Return & Refund Policy may be directed to:

Email: contact@unityxpert.com

Support Community:

<https://discord.gg/mR7VynvkZ9>

Last Updated: 6/18/2026