

## RETURN AND REFUND POLICY

**Last Updated:** January 25, 2026

### 1. GENERAL POLICY

Custos Intelligence offers digital access to intangible goods (software, data analysis, and proprietary dashboards). Due to the nature of digital products, our refund policy is strict to prevent abuse.

### 2. 14-DAY FREE TRIAL

We provide a **14-Day Free Trial** to all new subscribers. The purpose of this trial is to allow you to fully evaluate the software, the AI's performance, and the dashboard's features **before** you pay.

- During these 14 days, you have full access to the service.
- You may cancel at any time during the trial to avoid being charged.

### 3. AUTOMATIC RENEWAL

By starting the free trial, you agree that at the end of the 14-day period, your subscription will **automatically convert** to a paid monthly subscription.

- The payment method on file will be charged the subscription fee.
- The subscription renews automatically every 30 days thereafter.

### 4. NO REFUNDS AFTER PAYMENT

Because you have been provided with a full 14-day period to test the product for free:

- **All sales are final.** Once a payment is processed (meaning the trial has ended and you did not cancel), **no refunds** will be issued for that billing cycle.
- **Responsibility:** It is your sole responsibility to cancel your subscription **before** the trial ends if you do not wish to be charged.

### 5. CANCELLATION POLICY

- **How to Cancel:** You may cancel your subscription renewal at any time via your **Whop User Dashboard**.
- **Effect of Cancellation:** If you cancel after a payment has been made, your access will remain active until the end of the current paid month, but you will not be charged again.

### 6. EXCEPTIONS

Refunds may be considered only in the following exceptional technical circumstances:

- **Double Billing:** If you were charged twice for the same month due to a processor error.

- **Platform Failure:** If the dashboard was completely inaccessible due to server failure on our end for more than 72 consecutive hours.

## **7. CONTACT US**

If you have questions regarding this policy or believe there has been a billing error, please contact us at: **[pedro.giacomelli2@gmail.com](mailto:pedro.giacomelli2@gmail.com)**