

Refund & Cancellation Policy

AI Personal Chatbot Subscription App

Effective Date: January 1, 2026 | Version: 1.0

Our Commitment to You

At Rose One, we stand behind our service. We have designed this policy to be transparent, fair, and easy to understand — because we believe that clear refund terms build trust and reduce disputes. Our goal is to resolve every billing concern quickly and amicably, well before a chargeback is ever necessary.

1. Scope of This Policy

This Refund & Cancellation Policy applies to all subscription plans and one-time purchases made through Rose One (the "App"), including monthly and annual subscription tiers. All payments are processed securely by Stripe, Inc. This policy is intended to comply with Stripe's requirements for merchants and applicable consumer protection laws.

By subscribing to or purchasing our service, you agree to the terms of this policy.

2. Subscription Plans and Billing

We offer the following subscription billing models:

- **Monthly Subscriptions:** Billed on the same calendar date each month. Your subscription renews automatically unless cancelled before the renewal date.
- **Annual Subscriptions:** Billed once per year. Your subscription renews automatically on the anniversary date unless cancelled at least 7 days before renewal.
- **Free Trial (where offered):** Free trials automatically convert to a paid subscription at the end of the trial period. You will receive a reminder email at least 3 days before your trial expires. No charge is made without notice.

All prices are displayed in USD and are inclusive of any applicable taxes unless otherwise stated at checkout. You will receive an email receipt for every charge, powered by Stripe.

3. Cancellation Policy

3.1 How to Cancel

You may cancel your subscription at any time through any of the following methods:

- **In-App:** Navigate to Account Settings > Subscription > Cancel Subscription. Cancellation takes effect immediately and no further charges will be made.
- **Email:** Send a cancellation request to bentson@roseone.ai with the subject line "Cancel My Subscription." We will process your request within 1 business day and confirm by email.
- **Live Chat:** Contact our support team via the in-app chat widget 24/7.

3.2 Effect of Cancellation

When you cancel your subscription:

- Your access to paid features continues until the end of your current billing period. You will not be charged again after cancellation.
- You will not receive a prorated refund for the unused portion of your current billing period, except as described in Section 4.
- Your account data is retained for 30 days post-cancellation to allow for reactivation, after which it is deleted in accordance with our Privacy Policy.

3.3 Annual Subscription Cancellation

If you cancel an annual subscription:

- Cancellations made within 14 days of the initial annual charge are eligible for a full refund (see Section 4.1).
- Cancellations made after 14 days but before the annual period ends will not receive a prorated refund, but you retain access through the end of the subscription year.
- We will send a renewal reminder email no less than 14 days before your annual subscription renews, giving you ample time to cancel without being charged.

4. Refund Policy

4.1 Money-Back Guarantee

14-Day Money-Back Guarantee

We offer a 14-day money-back guarantee on all new subscriptions (monthly and annual) and on annual subscription renewals. If you are not satisfied for any reason within 14 days of your initial charge or annual renewal charge, contact us and we will issue a full refund — no questions asked.

Refund requests must be submitted within 14 days of the charge. Refunds are processed back to the original payment method within 5–10 business days.

4.2 Eligible Refund Scenarios

Beyond the 14-day guarantee, we will issue refunds in the following circumstances:

- **Duplicate Charge:** If you were charged more than once for the same subscription period due to a billing error, we will refund all duplicate charges in full.
- **Service Outage:** If our service experienced a verified outage of 24 consecutive hours or more within a billing period, we will apply a prorated credit or refund for the affected period.
- **Unauthorized Charge:** If a charge was made without your authorization and you notify us promptly, we will investigate and issue a refund if the charge is confirmed as unauthorized.
- **Failed Delivery:** If a feature or service tier you paid for was never made available to your account due to a technical error on our part, we will refund the relevant charge.
- **Billing Error:** Any charge made in error (e.g., incorrect amount, charge after cancellation) will be refunded promptly upon verification.

4.3 Non-Refundable Circumstances

Refunds will generally not be issued in the following situations:

- Requests made more than 14 days after the charge date (except for the specific eligible scenarios in Section 4.2).
- Accounts suspended or terminated due to a violation of our Terms of Service.
- Failure to cancel before a renewal date (you will be notified in advance — see Section 3.3).
- Dissatisfaction with AI output quality, where the service itself functioned as described and was accessible throughout the billing period.
- Partial-month usage where the service was fully accessible and no technical issue was reported.

4.4 How to Request a Refund

To request a refund, contact us at bentson@roseone.ai with:

- Your account email address
- The date and amount of the charge
- A brief description of the reason for your refund request

We aim to respond to all refund requests within 1 business day and to process approved refunds within 3–5 business days. Refunds are issued to the original Stripe payment method. Depending on your bank, the credit may take 5–10 additional business days to appear on your statement.

5. Quick Reference Summary

Scenario	Outcome
New subscription (monthly)	Full refund within 14 days of charge
New subscription (annual)	Full refund within 14 days of charge

Scenario	Outcome
Annual renewal charge	Full refund within 14 days of renewal charge
Duplicate charge	Full refund, no time limit
Unauthorized charge	Full refund upon verification, no time limit
Billing error	Full refund upon verification, no time limit
Service outage (24+ hrs)	Prorated credit or refund for affected period
Cancellation after 14 days (monthly)	No refund; access continues to period end
Cancellation after 14 days (annual)	No refund; access continues to annual period end
Account terminated for ToS violation	No refund

6. Chargebacks and Disputes

We strongly encourage you to contact our support team before initiating a chargeback with your bank or card issuer. In most cases, we can resolve billing concerns faster than the bank dispute process — often within 24 hours.

Resolve It Faster — Contact Us First

Before contacting your bank: Email us at bentson@roseone.ai or use our in-app chat. We resolve the vast majority of billing concerns within 1 business day.

If you initiate a chargeback, we will respond to Stripe and your card issuer with documentation of the original transaction, our refund policy, and any communications regarding the dispute. Please be aware that if a chargeback is found in our favor, any refund we had already issued voluntarily may be reversed by the card network.

We maintain detailed transaction records and communication logs to support dispute resolution in compliance with Stripe's chargeback management requirements.

7. Payment Processing via Stripe

All transactions are processed by Stripe, Inc., a PCI-DSS Level 1 certified payment processor. Stripe powers our subscription billing, invoicing, and refund processing.

- Refunds are processed through Stripe back to your original payment method. We do not issue refunds via cash, check, or alternative payment methods.
- If your original payment method is no longer valid (e.g., expired card), Stripe may apply the refund as a credit to your account or we will work with you to arrange an alternative.
- Stripe may retain transaction fees on refunds in some circumstances; where this occurs, we absorb the fee difference and ensure you receive the full refund amount you are entitled to.
- For questions about a specific charge on your bank statement, please email us with the charge amount and date. Charges appear as "____" or "____" on your statement.

8. Changes to This Policy

We may update this Refund & Cancellation Policy from time to time. When we make material changes, we will:

- Post the updated policy in the App and on our website with a new Effective Date
- Notify active subscribers via email at least 14 days before the changes take effect

Changes will not apply retroactively to charges made before the effective date of the update. Your continued use of the App after the effective date constitutes acceptance of the revised policy.

9. Contact Us

Our support team is here to help resolve any billing question quickly and fairly.

Rose One LLC

Customer Support & Billing Inquiries

Email: bentson@roseone.ai

In-App Chat: Available 24/7

Response Time: Within 1 business day

This document constitutes the complete Refund & Cancellation Policy of Rose One. This policy is designed to complement our Privacy Policy and Terms of Service.