

AI Call Care - Refund, Overages & Upgrades Policy

Effective Date: 8-12-2025

We want you to be confident in choosing AI Call Care. Please read our refund, overages, and upgrades policy carefully before making a purchase.

1. Refund Policy

Monthly Subscriptions

- You may request a refund within 7 calendar days of your initial charge.
- To qualify, you must:
 1. Cancel your subscription inside your account dashboard.
 2. Email support@aicallcare.com within the 7-day period, including your account email and the reason for cancellation.
- Refunds apply only to the most recent charge.
- We do not issue refunds for previous months, partial months, or unused minutes.
- Fair Use: Refunds will not be issued if you have used more than 50% of your included monthly minutes before requesting cancellation.

Annual Plans

- Annual plans include a 7-day money-back guarantee from the date of purchase.
- After 7 days, no refunds will be issued for any reason, as the plan is a one-year commitment.

Non-Refundable Items

The following are non-refundable:

- Setup fees (if applicable)
- Overage charges
- Add-on purchases (e.g., additional minutes, extra seats)
- Promotional or discounted subscriptions, including trial months or first-month discounts

Refund Process

- All approved refunds will be credited to the original payment method within 5-10 business days.

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- The date and time you send your email request will determine eligibility.

Service Cancellation

- Cancelling your account stops future billing but does not automatically trigger a refund.
- You must request a refund within the eligible time frame.

AI Call Care reserves the right to refuse a refund request if there is evidence of service misuse, excessive usage before cancellation, or violation of our Terms of Service.

2. Overages Policy

Definition: Overage charges occur when you use more minutes than your plan includes in a billing cycle.

Overage Rates (Plan-Specific):

- \$49.99 / 100-minute plan
 - Base included minutes: 100 per month
 - Per-minute overage rate: $\$0.50 \text{ (plan base)} + \$0.12 \text{ (overage surcharge)} = \0.62 per additional minute
- \$89.99 / 250-minute plan
 - Base included minutes: 250 per month
 - Per-minute overage rate: $\$0.36 \text{ (plan base)} + \$0.12 \text{ (overage surcharge)} = \0.48 per additional minute
- \$159.99 / 500-minute plan
 - Base included minutes: 500 per month
 - Per-minute overage rate: $\$0.32 \text{ (plan base)} + \$0.12 \text{ (overage surcharge)} = \0.44 per additional minute

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Billing:

- Overage minutes are calculated at the end of each billing cycle in full-minute increments, rounded up from partial minutes, and automatically charged to your payment method on file.
- If overage charges exceed \$50 before your billing cycle ends, they may be billed immediately.
- Optional Overage Cap: Customers may request an overage cap, where service will automatically pause if overages reach \$200 in a billing cycle.

Non-Refundable:

- All overage charges are final and non-refundable, even if you later upgrade or cancel your plan.

Usage Alerts:

- AI Call Care will send usage alerts at 80% and 100% of your included minutes so you can manage your usage before overages occur.

Billing Disputes:

- Any disputes regarding overage charges or billing must be submitted in writing within 7 days of the invoice date.

3. Upgrades & Downgrades Policy

Upgrades

- Immediate Effect: All plan upgrades take effect immediately upon purchase unless a specific future start date is agreed upon in writing.
- Prorated Billing:
 - The difference between your current plan and the new plan will be prorated based on the number of days remaining in your current billing cycle.
 - The prorated charge will be billed immediately to your payment method on file.
 - Starting with your next billing cycle, the full price of the upgraded plan will be billed.

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- Minute Reset: When you upgrade, your included monthly minutes will be reset to the new plan's allotment immediately. Any overages incurred before the upgrade remain billable and non-refundable.

Downgrades

- Downgrades take effect only at the start of your next billing cycle.
- You will continue to be billed at your current plan rate until the downgrade date.
- There are no credits, refunds, or carryover minutes for downgrading mid-cycle.
- Downgrades are allowed only once every 30 days.
- You must remain on the upgraded plan for at least one full billing cycle before requesting a downgrade.

4. Governing Law

This policy is governed by the laws of the State of Texas. All disputes shall be resolved exclusively in the courts of Dallas County, Texas.

5. Force Majeure

AI Call Care is not responsible for any delay or failure to perform due to events beyond our reasonable control, including but not limited to internet outages, telecommunications failures, natural disasters, labor disputes, or governmental actions.

6. Modification Rights

We reserve the right to modify rates, terms, or included features with 30 days' written notice.