

Luna Refund Policy

Effective Date: May 1, 2025

Last Updated: May 1, 2025

This Refund Policy ("Policy") governs all requests for refunds related to Paid Subscriptions, Token and Line of Code ("LOC") purchases, usage-based billing, and other Services provided by Luna Base Inc. ("Luna," "we," "us," or "our").

By purchasing, accessing, or using any Services provided by Luna, you ("User," "you," or "your") agree to the terms set forth in this Policy, which is incorporated into our Terms of Service.

1. General Refund Policy

Unless otherwise expressly stated herein or required by applicable law, **all payments made to Luna are final, non-refundable, non-creditable, and non-reversible**, including but not limited to:

- Subscription Fees for any Paid Subscription Plan (e.g., monthly, annual, Enterprise, Custom);
- One-time or recurring Token Credit purchases and LOC-based billing charges;
- Fees for premium features, advanced integrations, API usage, AI model access, or deployments;
- Set-up fees, configuration fees, service initiation fees, or implementation costs;
- Promotional fees or discounted Subscription rates.

We do not provide refunds or credits for:

- Partial months or unused portions of Subscription periods;
- Unused Token balances;
- Downgrades, plan changes, or account inactivity during a Subscription term;
- Dissatisfaction with Generated Outputs (e.g., AI-generated code or deliverables).

You acknowledge and agree that payments are made in consideration for access to Luna's platform, systems, and AI technologies — not contingent on specific project results, outcomes, or performance.

2. Free Trial Policy

If you begin your use of the Services through a Free Trial, you will not be charged unless and until you choose to upgrade to a Paid Subscription.

It is your sole responsibility to monitor the duration of your Free Trial and to cancel before conversion to a paid plan if you do not wish to be charged.

No refunds will be issued for failure to cancel a Free Trial before automatic billing commences, except where prohibited by law.

3. Token and LOC Credit Purchases

All Token Credits and LOC Credits purchased through Luna are:

- Prepaid,
- Non-refundable,
- Non-transferable to other users or accounts,
- Non-redeemable for cash, monetary value, or third-party services.

Tokens and LOCs are subject to expiration as described in the Token and LOC Usage Terms.

Unused Tokens and LOCs expire automatically at the conclusion of their validity period, and expired Credits will not be reinstated, refunded, or credited.

Luna shall have no obligation to issue refunds, credits, or compensation for:

- Expired, unused, or forfeited Tokens;
- Tokens spent generating outputs you elect not to use;
- Changes in Token or LOC pricing or redemption rates over time.

4. Refunds for Billing Errors

If you believe that Luna has billed you in error, you must submit a written request to billing@lunabase.ai within **thirty (30) calendar days** from the date of the disputed billing event.

The request must include:

- Your full name and account email address,
- The billing amount and date in question,
- A detailed description of the issue,
- Any relevant documentation supporting your claim.

Upon review and validation of the billing error, Luna may, at its sole discretion:

- Issue a refund to your original payment method; or
- Apply a service credit to your Luna account for future use.

Failure to notify Luna within the thirty (30) day period will result in a waiver of your right to dispute such charges.

5. Exceptional Circumstances for Refunds

Refunds outside the scope of billing errors may be considered by Luna, **in its sole discretion**, under exceptional circumstances, including:

- Double billing caused by a verified system or processing error;
- Service unavailability lasting longer than fifteen (15) consecutive days due to a Force Majeure Event attributable solely to Luna's systems;
- Legal rights to a refund during a valid "cooling-off" period under applicable consumer protection laws, such as the EU Consumer Rights Directive.

Exceptional refunds are granted on a case-by-case basis and shall not establish precedent for future refund claims.

Luna's decision regarding whether exceptional circumstances apply is final and binding.

6. Cancellation Policy and No Prorated Refunds

You may cancel your Paid Subscription Plan at any time by:

- Using the in-app Account Management settings, or
- Contacting support@lunabase.ai.

Cancellation will be effective at the end of the current billing cycle unless otherwise stated in writing.

No refunds, prorated fees, or credits will be issued for:

- Early cancellation of Subscriptions;
- Unused Subscription periods after cancellation;
- Remaining Token balances upon cancellation.

It is your responsibility to monitor your Subscription status and account billing cycles.

7. How Approved Refunds Are Issued

Approved refunds will be processed to the original payment method used for the transaction.

Refunds typically require **up to ten (10) U.S. business days** to appear, depending on your payment provider's processing times.

Luna is not responsible for any delays caused by third-party banks, financial institutions, or payment gateways.

Where a refund to the original method is not possible (e.g., expired card), Luna may issue a service credit at its discretion.

8. Modifications to This Refund Policy

Luna reserves the right to modify or update this Refund Policy at any time.

Material changes will be communicated by posting the updated Refund Policy on our website.

Your continued use of the Services following any modifications constitutes your acceptance of the updated Refund Policy.

Contact Information

For billing questions or refund inquiries, please contact:

Billing and Payments Team

Email: billing@lunabase.ai